

# **Global Information Grid (GIG) Services Management (GSM)-Operations (GSM-O) Program**

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## **GSM-O DISA (Defense Information Systems Agency) DISA Storefront (DSF) User Guide**

**14-GSMO-LMDM-0193-00  
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**Contract No.: HC 1028-12-D-0021, HC1028-18-F-0168**

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### Change Log

Version	Date	Page Numbers Revised	Description of Change
D1	04 June 2014	All	Draft
00	12 AUG 2014	All	Initial Issue
1	13 March 2015	All	Updates to Potential Error Situations, Common Input Controls
1.1	22 April 2015	1-3	Minor update to Figures 1-3, and added login with CAC
1.2	6 July 2015	14-16	Updates to reflect new Location Editor
1.3	25 August 2015	40	Update to add new error page information
1.4	1 September 2015	39-40	Updated DGSC to DCCC and 2 figures: System Status Notification Pop-Up Message and Storefront Error Page
1.5	7 October 2015	6,12,13; 8,11,14; 17-18	Updated to reflect Tracking and Reports (and history); Updated to reflect ability to view TSR Emails; Updated to reflect Special POC update.
1.6	19 Feb 2016	31, 36,38,40,44	Updates sub-services listing to reflect removal of Network ATM, FR, addition of CSSS Land-based Mini-M, and EMSS GDB sub-services. Added reference to browser pop-up that displays release messages and browser compatibility warning, and updated Figure 5 to remove Video reference. Added section on editable Network CLIN qty.
1.7	18 Mar 2016	30	Added section 16.9.3 to explain ROM table calculations
1.8			Add a new Admin Section
2.0	4 May 2017		Updated based on the "My Page" updates consolidation of the My Orders, My Subscription, My Services, as well as additional filter features, search features in the Tracking (formerly My Tracking), and other updates to match the DSSA pages, homepage links. Lockheed Martin updated to Leidos, updated to 2017.
2.1	4 Jul 2017	37	Added SDN for L2/L3 VPN
3	8 May 2020	All	Updated to reflect capability updates: Contract Number, Header Date Updated Portal and Navigation pages Screenshots Mobility Subscription Search EROM for commercial segment for circuits New EIS services listed



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## 1 USER GUIDE INTRODUCTION

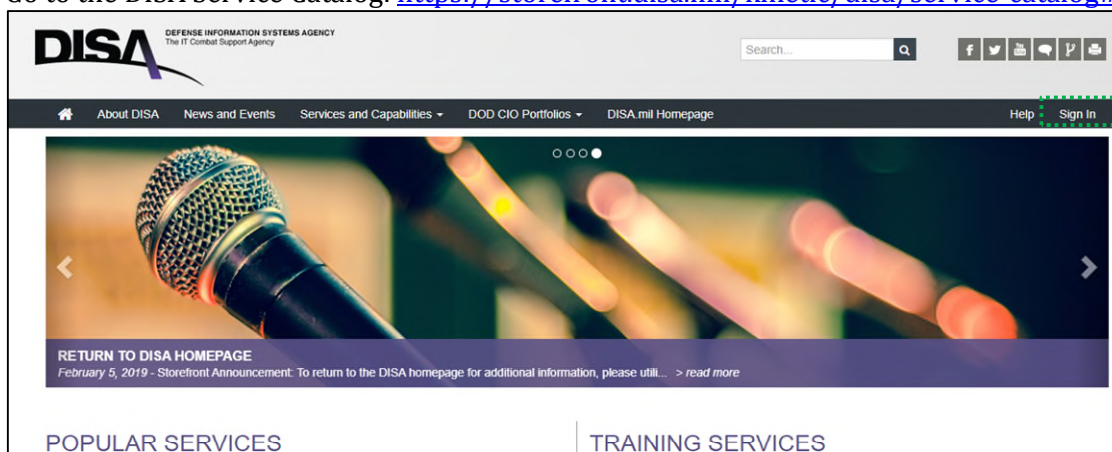
The Storefront User Guide provides information for a user of Storefront, and will cover the following topics:

- Access requirements and instructions to create an account on Storefront
- Using Storefront, from Logging in to Submitting, Tracking, and Managing Orders
- Instructions on how to use Storefront for different Type Actions (i.e. Start, Change, Amend, Discontinue, Cancel)
- Currently active Services orderable through Storefront

## 2 STOREFRONT ACCESS FROM SERVICE CATALOG

In order to access the Storefront Ordering Portal from the Service Catalog,

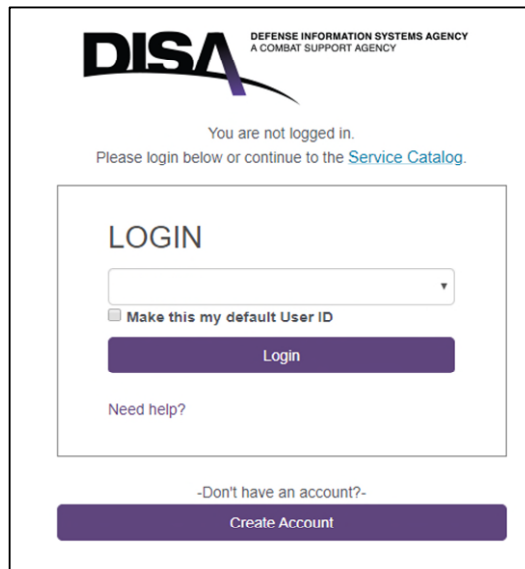
1. Go to the DISA Service Catalog: <https://storefront.disa.mil/kinetic/disa/service-catalog#/>



**Figure 2-1 DISA Service Catalog – Unauthenticated User**

2. To order, you must be logged into Storefront, and Navigate to the service Ordering page. Click on “Sign In” from the menu bar.
3. You will be directed to the LOGIN page (<https://disa-storefront.disa.mil/dsf/home>) to access Storefront. Select your username and click on “Login”.





The image shows the DISA Storefront Login Page. At the top, the DISA logo is displayed with the text "DEFENSE INFORMATION SYSTEMS AGENCY" and "A COMBAT SUPPORT AGENCY". Below the logo, a message states "You are not logged in. Please login below or continue to the [Service Catalog](#)." The main section is titled "LOGIN" and contains a dropdown menu for selecting a User ID, a checkbox labeled "Make this my default User ID", a purple "Login" button, and a link "Need help?". At the bottom, there is a link "-Don't have an account?-" and a purple "Create Account" button.

Figure 2-2 DISA Storefront Login Page

4. If you have an account, but are not able to log in, click on the “Need help?” link. From there you can Update your CAC, Unlock Account, read FAQs, or find information to contact the Global Service Desk.
5. If you do not have an account, click on “Create Account”, and request an account.
  - a. If you do not know how to create an account, click under “Need help?” and read the FAQ document for information on using creating accounts and requesting roles, login, and CAC/PKI information.
  - b. Important: After requesting an account, you will need to request a role. The role(s) to request will vary based on what agency you belong to and what capabilities of Storefront you will need to leverage.
6. Once you are logged in, you will return to the Service Catalog homepage. Verify that you have access to the DISA Storefront Ordering Portal, as indicated by the purple menu bar. There will be an option to access “Ordering Portal” from here.

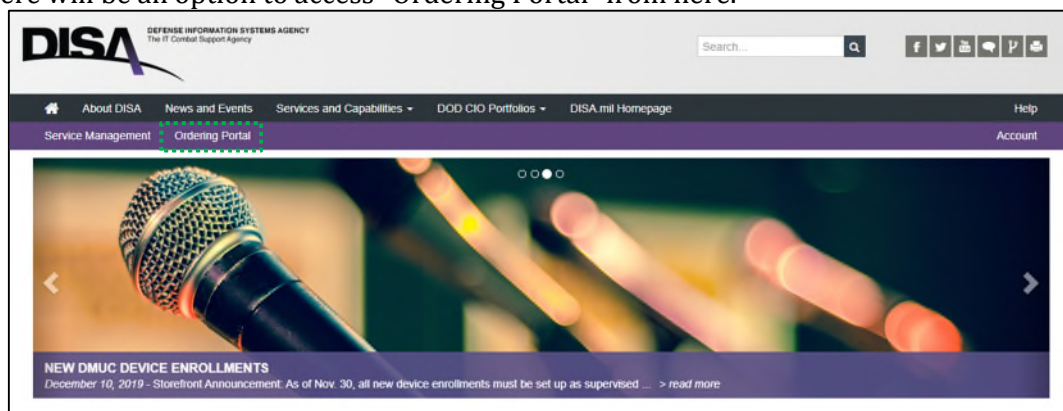
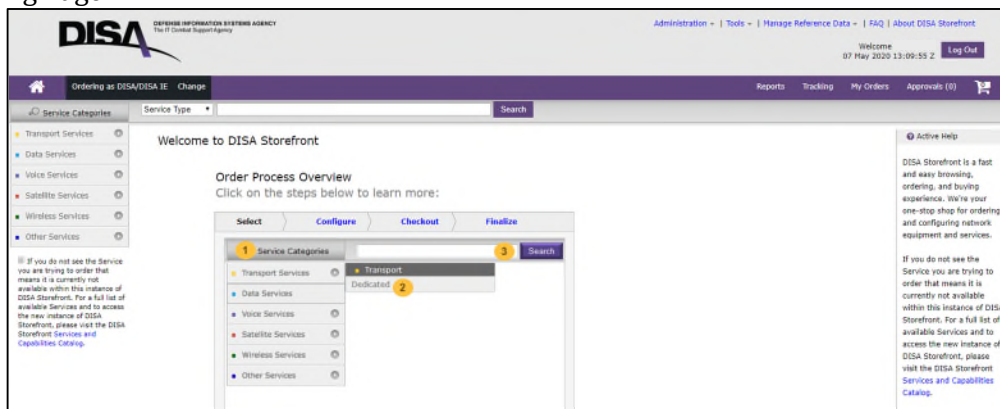


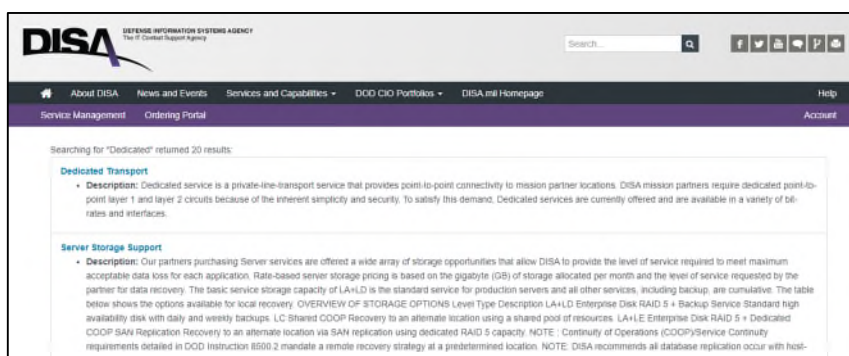
Figure 2-3 DISA Service Catalog - Authenticated User



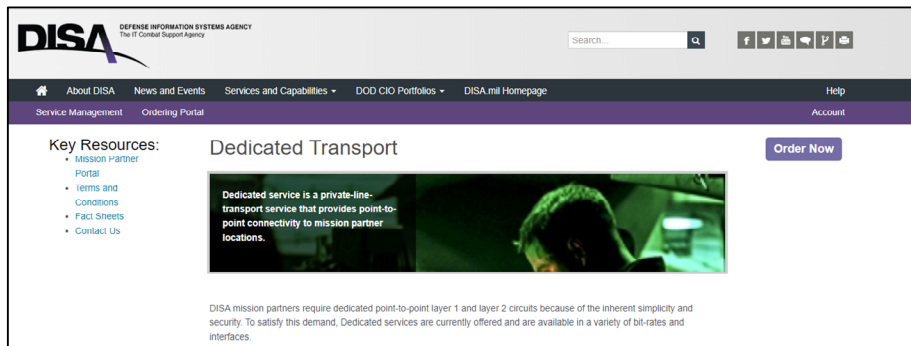
7. If you are ready to order and want to directly go to the Ordering Portal, or you cannot find your service in the Service Catalog, click on the “Ordering Portal” at any time, once you are authenticated.
8. By selecting “Ordering Portal”, you will be navigated to the Storefront Ordering Portal Landing Page:



9. From here, you can find your service under the Service Categories, or using the quick search.
10. If you are not ready to order, or want to browse through the Service Catalog, you may do so using the Service Catalog menu navigation links, the quick search, or links under the DISA Service Catalog homepage.
11. Using the Search feature, you can use a keyword search on services in the Service Catalog to read more about the service.
12. The search results will return with matching results. Click on the service name.



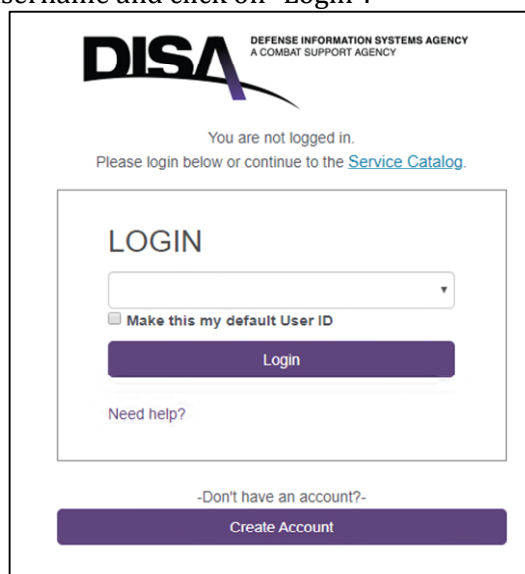
13. By clicking on the service name, you will be navigated to the Service Catalog page for the selected service, such as “Dedicated Transport”. From here, you can read more on the service offering and click on the “Order Now” button.



### 3 STOREFRONT ACCESS FROM LOGIN PAGE

In order to access the Storefront Ordering Portal from the Login Page,

1. Go to the Storefront LOGIN page (<https://disa-storefront.disa.mil/dsf/home>) to access Storefront. Select your username and click on “Login”.

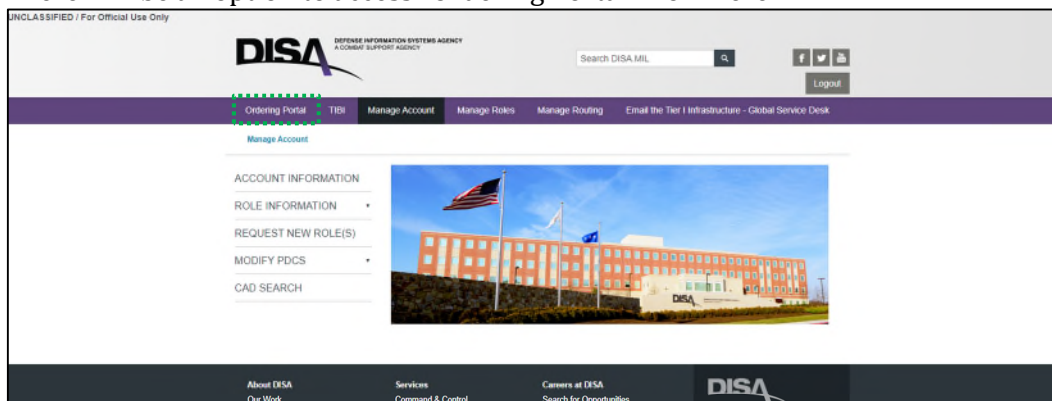


**Figure 3-1 DISA Storefront Login Page**

2. If you have an account, but are not able to log in, click on the “Need help?” link. From there you can Update your CAC, Unlock Account, read FAQs, or find information to contact the Global Service Desk.
3. If you do not have an account, click on “Create Account”, and request an account.
  - a. If you do not know how to create an account, click under “Need help?” and read the FAQ document for information on using creating accounts and requesting roles, login, and CAC/PKI information.
  - b. Important: After requesting an account, you will need to request a role. The role(s) to request will vary based on what agency you belong to and what capabilities of Storefront you will need to leverage.



4. Once you are logged in, you will be on the Storefront Manage Account page. Verify that you have access to the DISA Storefront Ordering Portal, as indicated by the purple menu bar. There will be an option to access “Ordering Portal” from here.



**Figure 3-2 Storefront Manage Account Page**

Note: There are additional options to access the Ordering Portal, access Telecommunications Inventory Billing Information (TIBI) homepage, Manage Account, Manage Roles, and Manage Routing are presented.

## **4 STOREFRONT ACCOUNT AND ROLE MANAGEMENT**

### **4.1 Manage Account**

Refer to [DSSA FAQ](#) for more details.

### **4.2 Manage Roles**

Refer to [DSSA FAQ](#) for more details.

### **4.3 Manage Routing**

Refer to [DSSA FAQ](#) for more details.

## **5 STOREFRONT HOMEPAGE**

When you see the screen as seen in Figure 5-1 Storefront Homepage, you have successfully logged into Storefront, and you are now on the Storefront Homepage.

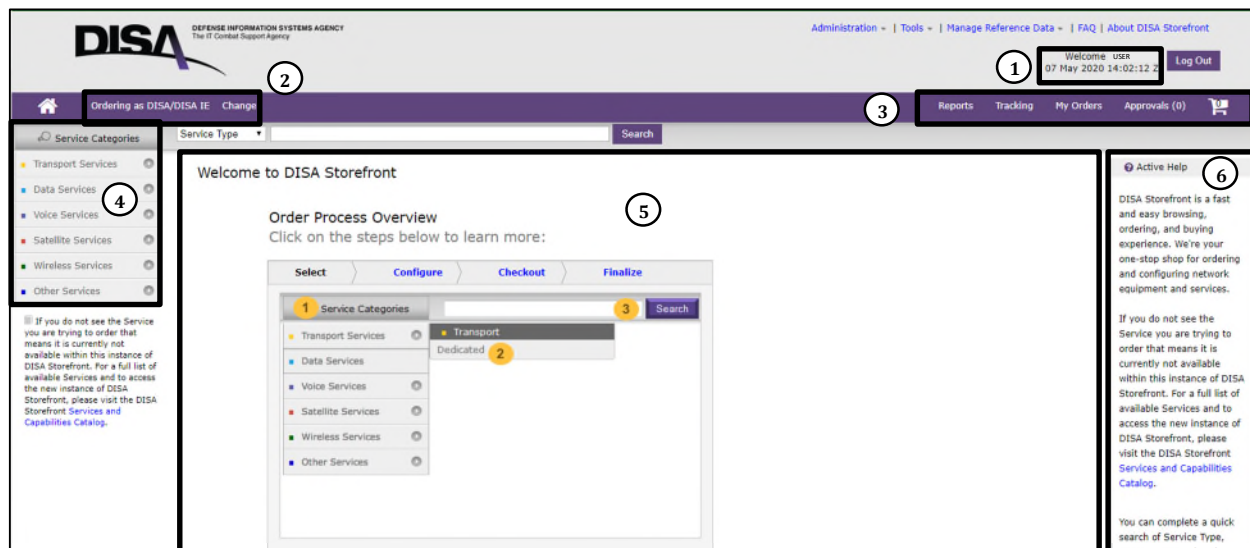


Figure 5-1 Storefront Homepage

The following are a few key Homepage Features, as numbered in Figure 5-1 Storefront Homepage:

- 1) In the upper right, the user that is logged in and time is displayed, and beneath that is the menu.
- 2) The left hand side of the menu that displays “Agency/Org” indicates who the user is ordering on behalf of. Further information on how to use this feature and the impact will be provided in the Agency/Org Section.
- 3) The menu is configurable based on user and role, with Cart and My Orders selection. A user may also have additional options such as Approvals.
- 4) The Service Menu is on the left
- 5) The area users interact with are in the middle panel
- 6) The Active Help is on the right, where users can also find the FAQ link and Contact Us button

## 6 AGENCY/ORG

The Agency/Org can be changed and Storefront will dynamically reconfigure the Service Listing to only show them the Services they are able to order, and this is also used to trigger agency\org specific business rules throughout the ordering process as applicable. By clicking on the “Order as Agency/Org Change” button on the left side of the menu, the user can select a different Agency and Organization to order on behalf of, and will see the drop downs as in Figure 6-1 Agency and Organization Catalog Selection. Selecting certain Agencies and Organizations may limit the services the user can order.

Other business logic associated with Agency/Org:

- Agency and Org also affect certain CLINs that may be available to a user



Agency and Organization Catalog Selection

Please select an Agency and Organization to order on behalf of:

Agency: Defense Information Systems Agency (DISA)

Organization: DISA-CONUS (CONUS)

Save Cancel

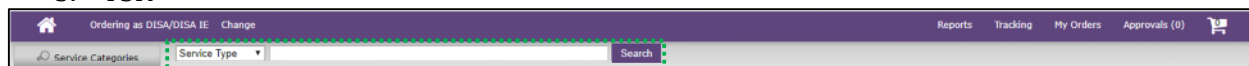
Figure 6-1 Agency and Organization Catalog Selection

## 7 SEARCH

### 7.1 Menu Bar Search

Within the Storefront Ordering Portal, there are three types of searches available from the menu bar. To select, use the drop-down to change the search type:

1. Service Type
2. CJON
3. TSR



The default search will be “Service Type”.

#### 7.1.1 “Service Type” Search

To search for a Service available for you to order in Storefront, select “Service Type”, and type the search string in the Search bar on the Homepage, and click on Search. For example, if you are looking for the EMSS service, you can type in “EMSS”, click “Search”, then the Search Results for EMSS will appear. From there, you can click on the hyperlinked text, and the link will take you directly to the EMSS Service page.

#### 7.1.2 “CJON” Search

To search for a CJON in the Storefront, select “CJON”, and type in the CJON string in the Search bar on the Homepage, and click on Search. For example, if you are looking for a CJON that starts with the string “SF13”, you can type in “SF13”, click “Search”, then the Tracking page will open, populate the CJON search parameter, and then the Search Results for “SF13” will appear on the Tracking





results page. From there you can use the Tracking page as you would to continue to find the desired search result.

### 7.1.3 “TSR” Search

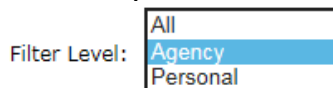
To search for a TSR in the Storefront, type in the TSR string in the Search bar on the Homepage, and click on Search. For example, if you are looking for a TSR that starts with the string “WF13”, you can type in “WF13”, click “Search”, then the Tracking page will open, populate the CJON search parameter, and then the Search Results for “SF13” will appear on the Tracking results page. From there you can use the Tracking page as you would to continue to find the desired search result.

## 7.2 Location Search

Location Search is used within the Manage Locations and within the Ordering process for pages that require a location.

### a) Using the drop-down search:

- The addresses are defaulted to displaying addresses in your Agency, but they can also be filtered to just your Personal addresses, or widened to All addresses in the Storefront database by changing the Filter Level drop-down.



**Figure 7-1 Filter Level drop-down**

- To search for addresses in a particular Country: Select Country. You must enter something into the search field, in addition to the country.
- To search use the free text Search field to input on Location Name, GEOLoc Code, Address, City, State Zip or Country. Partial searches can be used. The search field works as follows: If 'wash' were entered (without the quotation marks), addresses in Washington state, addresses on Washington street, and addresses in the city of Washberry will be returned.
- After an initial search is returned, the address can be further refined by the State and City filters. Refer to Figure 7-2 Location Search - Country, State, City Example for an example where the user first searches on “Washington”, and yields several results, and can further refine the State to DC or WA, and the City can also be filtered.





Service Delivery Point A

Please enter your search parameters. Country is a mandatory selection. [?](#)

Addressing and Routing

Location Type:

Filter Level:

Country:  [?](#)

Search:

Enter location name, city, state, zip code, GEOLOC Code, or street address. The search field inputs will search on Location Name, GEOLOC Code, Address, City, State, Zip and Country. The search field works as follows: If 'wash' were entered (without the quotation marks), addresses in Washington state, addresses on Washington street, and addresses in the city of Washberry will be returned.

Selected Address: None Selected

State:  City:

<< first < prev 1 next > last >> 10 per page

Location Name	GEOLOC Code	Address	City	State	Zip	Country	Action
1000 AIR FORCE PENTAGON	WASHINGTON	1000 AIR FORCE PENTAGON	WASHINGTON	DC	20330	US	<a href="#">View</a>
1000 AIR FORCE PENTAGON	WASHINGTON	1000 AIR FORCE PENTAGON	WASHINGTON	DC	20330	US	<a href="#">View</a>
103 3RD AVE	FTMCNAIR	103 3RD AVE	WASHINGTON	DC	20319	US	<a href="#">View</a>
22 INDEPENDENCE AVE SW	WASH DOS	22 INDEPENDENCE AVE SW	WASHINGTON	DC	20515	US	<a href="#">View</a>
9300 PRETORIA PL	WASHINGTON	9300 PRETORIA PL	WASHINGTON	DC	20521	US	<a href="#">View</a>
1325 10TH ST SE	WASH DOJ	1325 10TH ST SE	WASHINGTON NAVY YARD	DC	20376	US	<a href="#">View</a>
100 COL JOE JACKSON BLVD. STE 2083	UNKNOWN	100 COL JOE JACKSON BLVD. STE 2083	JOINT BASE LEWIS MCCORD	WA	98438	US	<a href="#">View</a>

<< first < prev 1 next > last >> 10 per page

**Figure 7-2 Location Search - Country, State, City Example**

In general, the user can always press “Enter” on their keyboard instead of hitting the Search button if your cursor is in the search field.

*Note:* The match is not case-sensitive and will match anywhere in the string. Also, entering a country, state, or city in the free text field does not override the choices in the pulldowns because all the fields are put together with an “AND”. Only one of the 7 fields listed above must match the free text field, if specified.

### 7.3 My Orders Search/Filter

To search for an order, services, or subscriptions, go to the “My Orders” page. In the Search bar, you can type the search string in the Search bar on the “My Orders” page, and click on Filter. For example, if you are looking for only Dedicated services ordered, type “Dedicated”, then the results will be filtered for items that contain the string “Dedicated”. To clear the filter, click on “Clear”, and all orders will appear again. A user can search on CJON number, submitter, TSR number, Type Search, Type Action, PDC number, CCSD, and CSA. You may additionally filter on the validation status using the left-hand “Status” by selecting one or multiple statuses (Draft, Ordering, In Cart, Denied, Recalled, Pending Approval, Pending Fulfillment, Completed, Active, Active – Pending Re-award, Active – Pending Discontinue, Active – Pending Change, Discontinued) Use the Filter and Clear buttons to filter as needed.

### 7.4 Approvals Search/Filter

To search for an order in the approval process, go to the “Approvals” page. In the Search bar, type the search string in the Search bar on the page, and click on “Filter”. A user can search on CJON number, submitter, TSR number, Service Type, Type Action, PDC number, CCSD, CSA, DCN, and TCO Code.



## 7.1 Tracking Search/Filter

To search for an order, subscription, or service, you can also go to the “Tracking” page. To search, input one or more search criteria, then click Search. Leave any field blank to exclude it from the criteria. You may use Tracking to search on orders on any of the following fields: My Orders Only, Status, CJON, TSR, PDC, Related CJON, CSA, CCSD, IMEI, DCN, or Service Type. Once you have the results from the Tracking page, you may filter orders on any of the following fields using the free text search filter: Related CJON, CCSD, CJON, CSA, PDC, Service Type, Requestor, TSR, and Type Action. You may additionally filter on the Agency (if you are a user with the APO role), Requestor, Status, or Service Type. The criteria for each search parameter will appear to the right of the search area to help the user with the minimally accepted criteria. For example, the CJON requires a minimum of 4 characters, where partial CJONs are allowed.

## 8 SERVICE SELECTION

A Service can be selected on the left-hand side of Homepage. Based on the Agency/Org the user is ordering on behalf of, the services that can be ordered are configured based on that rule set. The Services are listed under the service’s respective portfolio. For example, the Dedicated Service can be found by hovering over the “Transport Services” item, and then selecting “Dedicated”. At this point, once the user has selected the service that they would like to order, the user can click on the “Order Now” button, and begin the ordering process.

## 9 CART

The “Cart” page contains all products and services to be submitted with your order. The user can review the items that are in the cart, continue shopping, or finalize orders that are in the cart. As noted on the “Cart” page, the prices are estimates and subject to change. Changes in the cost estimates are coordinated with the agency requesting the service prior to DISA finalizing the requirement.

## 10 MY ORDERS

The My Orders page shows you all of the orders the user that is logged in has placed through Storefront. The Draft tab shows all of the user’s orders that have not yet been submitted. The In Process tab shows all of the user’s orders that are pending approval or fulfillment. The Completed tab shows all of the user’s orders that have been fulfilled, and a corresponding entry in the My Services page for the TSR can also be found.

**Submitted:** An order is considered Submitted when the Finalize Order button is pressed from the Cart. An order that is Submitted becomes an order that is Pending Approval. Submitted orders are eligible for Recall by the Originator under *My Orders*.

**Approved:** An order is considered Approved when it has gone through all necessary routing, and the final office has been reached and has a status of Approved. An order that is Approved becomes an order that is Pending Fulfillment. Approved orders are eligible for Amend and Cancel under *My Orders*.

### 10.1 Additional Actions within My Orders

Users also have the ability to take additional actions with their orders under the My Orders page as seen in Figure 10-1 My Orders Page, under “Actions”.



My Orders

Change criteria | 29 rows selected | Displaying all results

<< first < prev 1 2 3 next > last >> 10 per page

Refine by:	CJON	TSR	Service Type	Status	Type Action	PDG	Agency	CCSD	CSA	Date Modified	Actions
Status <input type="checkbox"/> Draft <input type="checkbox"/> In Cart <input type="checkbox"/> Ordering <input type="checkbox"/> Pending Approval  Service Type <input type="checkbox"/> DISA IS Subscription <input type="checkbox"/> Dedicated <input type="checkbox"/> DoD Mobility Capability <input type="checkbox"/> ENSS <input type="checkbox"/> NIPRNET <input type="checkbox"/> OHS Subscription	SF05MAY205290		Dedicated	Ordering	START		DISA			07 May 2020 14:37:24 Z	Actions
	SF30APR205237		DISA IS Subscription - 2020	In Cart	START		DISA		DISN20	06 May 2020 19:36:21 Z	Addressing and Routing Copy Delete Edit History View Email Infrastructure GSD
	SF05MAY205259		Dedicated	Ordering	START		DISA			05 May 2020 18:33:04 Z	Actions
	SF04MAY205245		NIPRNET	Ordering	START		DISA			04 May 2020 19:21:35 Z	Actions
	SF04MAY205241		NIPRNET	Ordering	START		DISA			04 May 2020 19:16:56 Z	Actions
	SF04MAY205246		SIPRNET	Ordering	START		DISA			04 May 2020 19:12:40 Z	Actions
	SF04MAY205246		NIPRNET	Ordering	START		DISA			04 May 2020 19:07:09 Z	Actions
	SF04MAY205243		Wireless Devices and Services	Ordering	START		DISA			04 May 2020 18:09:58 Z	Actions
	SF04MAY205242		DoD Mobility Capability - Classified - S	Ordering	START		DISA			04 May 2020 18:09:28 Z	Actions
	SF29APR205216		DISA IS Subscription	Pending Approval	START	EWAFUJ	DISA		DISN20	30 Apr 2020 19:45:47 Z	Actions

<< first < prev 1 2 3 next > last >> 10 per page | Displaying all results

**Figure 10-1 My Orders Page**

- **View:** A user can view the order details of the orders by clicking on the “View” button under “Actions” in the middle panel.
- **Edit:** A user can edit Draft orders by clicking on the “Edit” button under “Actions” in the middle panel.
- **Copy:** A user can copy orders by clicking on the “Copy” button under “Actions” in the middle panel.
- **Delete:** A user can delete orders by clicking on the “Delete” button under “Actions” in the middle panel.
- **Addressing and Routing:** A user can look at the addressing and routing information of an order by clicking on the “Addressing and Routing” button under “Actions” in the middle panel.
- **History:** user can look at history of an order by clicking on the “History” button under “Actions” in the middle panel.
- **Amend:** A user can amend an order if the status of an “In Process” order has a status of “Pending Fulfillment”.
- **Cancel:** A user can cancel an order if the status of an “In Process” order has a status of “Pending Fulfillment”.
- **Recall:** A user can recall an order if the status of an “In Process” order has a status of “Pending Approval”.
- **Change:** A user can change an order if the status of an “Active” order has a status of “Active”.
- **Discontinue:** A user can discontinue an order if the status of an “Active” order has a status of “Active”.
- **Reaward:** A user can reaward an order if the status of an “Active” order has a status of “Active”.
- **Email Infrastructure GSD:** A user can send an email to the GSD for a CJON/TSR



- **TSR Email:** A user can view and print the TSR email for the order if the order is Pending Fulfillment, Active, or Completed.

## 11 APPROVALS

The Approvals pages shows the user all of the approval actions the user has taken through Storefront. This page is one of the configurable menu items available for users that have the appropriate role. The Active tab shows any orders that are awaiting approval from the user or approval office. The Completed tab shows any orders that have been approved or denied by the user's approval office, but not yet gone through final approval or been deleted by the originator. The Archived tab shows any orders that have been fully approved or that the originator has deleted. **Approved:** An order is considered Approved when it has gone through all necessary routing, and the final office has been reached and has a status of Approved. An order that is Approved becomes an order that is Pending Fulfillment. Approved orders are eligible for Recall, if "Complete", under *Approvals*.

### 11.1 Additional Actions within Approvals

Users also have the ability to manage and recall an order under the Approvals page as seen in Figure 11-1 Approvals Page.

Approvals												
		Active		Completed								
		Change criteria		30 rows selected		Displaying all results						
		<< first < prev		1 2 3		next > last >>		10 per page				
Requestor	Approving Office	CJON	Service Type	Status	Type Action	PDC	CCSD	CSA	DCN	TCO Code	Date Modified	Actions
Gonzaludo, Daley	EWAFRJ - AAO	SF24APR205187	Commercial Business Line (CBL)	Pending Approval	START	EWAFRJ			A333	ED-DISA CONUS	30 Apr 2020 14:44:14 Z	Actions
Gonzaludo, Daley	Site Support Team	SF29APR205223	DRSN	Pending Approval	START	EWAFRJ	D			ED-DISA CONUS	29 Apr 20 19:39:59 Z	Addressing and Routing
Gonzaludo, Daley	Global IP Eng Review	SF29APR205222	DISN Virtual Private Network (VPN) - Connect	Pending Approval	CHANGE	EWAFRJ	DPNG4545			ED-DISA CONUS	29 Apr 20 19:27:31 Z	History Manage
Schieder, Walmei	EWAFRJ - AAO	SF29APR205216	DISN IS Subscription	Pending Approval	START	EWAFRJ		DISNJ20			29 Apr 20 19:17:05 Z	View
Gonzaludo, Daley	EWAFRJ LAST OFFICE	SF29APR205212A	SIPRNET	Pending	AMEND	EWAFRJ	D9			ED-DISA CONUS	29 Apr 20 14:44:14 Z	Email Infrastructure GSD Actions

**Figure 11-1 Approvals Page – Active approvals**

- **Manage:** A user can manage an approved order under the "Active" tab. By clicking on the "Manage" option, this will take the user to a Review page, and then allow the user to click on the "Approve\Deny" button, or to make changes to the order and then click on the "Approve\Deny" button. Once this button is clicked, the Approval page will load. There are three variants of this page. Based on the type of routing office that the approver belongs to, one of these variants will be displayed on Storefront:
  - **Standard Approval:** There is a comment box to approve or deny actions
  - **Provisioning Approval:** The approver is asked to verify the cost estimate along with the comment box to approve or deny actions.
  - **Financial Approval:** The approver is asked to perform a bona fide fiscal year approval of the PDCs along with the comment box to approve or deny actions.

Once the orders have been approved, the order will appear under the "Approvals" page, under the Completed tab; however, the order will still have other approvals needed.



Approvals

Active Completed

Change criteria 38 rows selected Displaying all results

<< first < prev 1 2 3 4 next > last >> 10 per page

Requestor	Approver	Approving Office	CJON	Service Type	Approval Action	Downstream TSR	Downstream Status	Type Action	PDC	CCSD	CSA	DCN	TCO Code	Date Modified	Actions
Gonzaludo, Daisy	GONZALUD	EWAFRJ LAST OFFICE	SF28APR205223	DRSN	Approved		Pending Approval	START	EWAFRJ	D			ED-DISA CONUS	29 Apr 2020 19:39:53	Actions
Gonzaludo, Daisy	GONZALUD	EWAFRJ - PAV FUNDING OFFICE	SF28APR205212A	SIPRNET	Approved		Pending Approval	AMEND	EWAFRJ	D9			ED-DISA CONUS		Addressing and Routing
Gonzaludo, Daisy	GONZALUD	Global IP Eng Review	SF28APR205218	NIPRNET	Approved		Pending Approval	CHANGE	EWAFRJ	D12222			ED-DISA CONUS		History
															Recall
															View
															Email Infrastructure GSD

**Figure 11-2 Approvals Page – Completed approvals**

- **Recall:** A user that has an approval role can recall an approved and “Complete” order. During the period of time during in which the order is waiting for other approvals, an approval route point can “Recall” the order back to an approver, under the “Completed” tab. Once a deny, originator recall, or financial approval action happens, then the approval requests go to the “Approvals” page, under the Archived tab.

- **View:** A user can view the order details of the orders by clicking on the “View” button under “Actions” in the middle panel.
- **Addressing and Routing:** A user can look at the addressing and routing information of an order by clicking on the “Addressing and Routing” button under “Actions” in the middle panel.
- **History:** user can look at history of an order by clicking on the “History” button under “Actions” in the middle panel.
- **Email Infrastructure GSD:** A user can send an email to the GSD for a CJON/TSR

## 12 MY SERVICES

The My Services has been consolidated into My Orders with all actions available in My Orders. The user can use the left-hand filter to further refine their filter. All actions that could be taken from My Services can now be taken in My Orders.

## 13 MY SUBSCRIPTIONS

The My Subscriptions page has been consolidated into My Orders with all actions available in My Orders. The user can use the left-hand filter to further refine their filter. All actions that could be taken from My Subscription can now be taken in My Orders.

## 14 REPORTS

The Reports page allows you to download order reports from the previous day. Each report contains all the DISA Storefront Storefront orders across Services for a specific order status (Draft, Denied\Recalled, Pending Approval, or Approved). If your agency doesn't have orders in a specific order status, this report will not be available in the list. Under Actions, click on the Download button as seen in Figure 14-1 Reports Page.





## Reports

Available reports are shown in the table below. They can be downloaded as .csv files. Please see [here](#) for a description the report columns/attributes.

Agency	Service	Status	Last Updated	File size	Action
ARC	All Services	Approved	06 May 2020 22:02:54 Z	12.5 KB	Download
ARC	All Services	CSA Management Report	07 May 2020 07:00:06 Z	957 Bytes	Download
ARC	All Services	Denied/Recalled	06 May 2020 22:02:48 Z	831 Bytes	Download
ARC	All Services	Draft	06 May 2020 22:00:30 Z	18.3 KB	Download
ARC	All Services	Pending Approval	06 May 2020 22:00:00 Z	5.3 KB	Download
ARC	All Services	RR Mgmt Summary	07 May 2020 08:15:05 Z	1.7 KB	Download
All Agencies	All Services	Approved	06 May 2020 22:06:26 Z	42.7 MB	Download
All Agencies	All Services	CSA Management Report	18 Mar 2020 13:00:10 Z	590.6 KB	Download
All Agencies	All Services	Denied/Recalled	06 May 2020 22:02:53 Z	20.1 KB	Download
All Agencies	All Services	Denied/Recalled 60 Days	06 May 2020 22:09:30 Z	19.1 KB	Download
All Agencies	All Services	Draft	06 May 2020 22:01:59 Z	1.9 MB	Download
All Agencies	All Services	Draft 90 Days	06 May 2020 22:08:42 Z	1.8 MB	Download
All Agencies	All Services	Pending Approval	06 May 2020 22:00:22 Z	344.3 KB	Download
All Agencies	All Services	Pending Approval 30 Days	06 May 2020 22:09:30 Z	327.1 KB	Download
All Agencies	All Services	RR Mgmt Summary	07 May 2020 09:00:03 Z	112.6 KB	Download
All Agencies	All Services	VWOLS-Included TSR Emails	05 May 2020 14:00:00 Z	13.3 KB	Download
All Agencies	Commercial Business Line (CBL)	Approved	06 May 2020 22:05:33 Z	1.5 MB	Download
All Agencies	Commercial Business Line (CBL)	Denied/Recalled	06 May 2020 22:02:53 Z	1.2 KB	Download
All Agencies	Commercial Business Line (CBL)	Draft	06 May 2020 22:01:20 Z	39.1 KB	Download

**Figure 14-1 Reports Page**

## 15 TRACKING

The Tracking page allows you to search for orders, subscriptions and services based on the specified search criteria. To search, input one or more search criteria, then click Search. Leave any field blank to exclude it from the criteria. You may use Tracking to search on orders on any of the following fields: My Orders Only, Status, CJON, TSR, PDC, Related CJON, CSA, CCSD, IMEI, DCN, or Service Type. Once you have the results from the Tracking page, you may filter orders on any of the following fields using the free text search filter: Related CJON, CCSD, CJON, CSA, PDC, Service Type, Requestor, TSR, and Type Action. You may additionally filter on the Agency (if you are a user with the APO role), Requestor, Status, or Service Type. The criteria for each search parameter will appear to the right of the search area to help the user with the minimally accepted criteria. For example, the CJON requires a minimum of 4 characters, where partial CJONs are allowed as seen in Figure 15-1 Tracking Page. If trying to search for mobility subscribers, the user is directed to use the Mobility Capability Search feature, described further in section 16.6 Mobility Subscription Search.



**Tracking**

Tip: To search for mobility subscribers by name or device ID, go to [Mobility Subscription Search](#)

Please input one or more search criteria, then click Search. Leave any field blank to exclude from search criteria.

**My Orders Only:** ☐

**Status:**

**CJON:**

**TSR:**

**PDC:**

**Related CJON:**

**Carrier:**  **Prefix:**  **Type:**  **Circ No\*:**  **Suffix:**

**Agency:**  **Purpose/Use:**  **Type of Service:**  **Seq No\*:**

**IMEI:**

**DCN:**

**Service Type:**

**Figure 15-1 Tracking Page**

## 15.1 Additional Actions within Tracking

Users also have the ability to view an order or service as well as order and service history of their orders after a search is performed based on the criteria under the Tracking. They also have the ability to take the same actions that could be taken under the “My Orders” page under “Tracking” as seen in Figure 15-2 Tracking – Search Criteria Page.

**Tracking**

Change criteria | 29 results for: **MAY20** | Displaying all results

<< first < prev 1 2 3 next > last >> 10 per page

Requestor	CJON	TSR	Service Type	Status	Type Action	PDC	Agency	CCSD	CSA	Date Modified	Actions
Pieri, Tony	SF05MAY205258		DISN Virtual Private Network (VPN) - Connect	Ordering	START		DISA			07 May 2020 14:48:35 Z	Actions
Schieder, Walmei	SF05MAY205260		Dedicated	Ordering	START		DISA			07 May 2020 14:48:35 Z	Addressing and Routing
Connors, Simone	SF07MAY205269		NIPRNET	Ordering	START		DISA			07 May 2020 01:00:00 Z	Copy
Gonzaludo, Daisy	SF07MAY205268		EMSS - EMSS (Equipment Only)	Ordering	START		DISA			07 May 2020 00:00:00 Z	Edit
Gonzaludo, Daisy	SF07MAY205267		Commercial Business Line (CBL)	In Cart	START	EWAFRJ	DISA			07 May 2020 00:00:00 Z	History
LaBumbard, Jason	SF06MAY205266		Wireless Devices and Services	Ordering	START		DISA			06 May 2020 21:00:00 Z	Take Ownership
Pieri, Tony	SF06MAY205265		NIPRNET	Ordering	START		DCSA			06 May 2020 19:56:53 Z	View
Pieri, Tony	SF06MAY205264		NIPRNET	Ordering	START		USAF			06 May 2020 18:30:30 Z	Email Infrastructure GSD
Gonzaludo, Daisy	SF06MAY205262		Dedicated	Ordering	START		DISA			06 May 2020 14:02:13 Z	Actions
Gonzaludo, Daisy	SF06MAY205263		NIPRNET	Ordering	START		DISA			06 May 2020 13:58:35 Z	Actions

**Figure 15-2 Tracking – Search Criteria Page**

- **View:** A user can view the order details of the orders by clicking on the “View” button under “Actions” in the middle panel.
- **Edit:** A user can edit Draft orders by clicking on the “Edit” button under “Actions” in the middle panel.





- **Copy:** A user can copy orders by clicking on the “Copy” button under “Actions” in the middle panel.
- **Addressing and Routing:** A user can look at the addressing and routing information of an order by clicking on the “Addressing and Routing” button under “Actions” in the middle panel.
- **Take Ownership:** A user can take ownership of an order from another requestor within the same “Agency/Org” by clicking on the “Take Ownership” button under “Actions” in the middle panel. This would be used for assuming responsibility for an order from someone else within the user’s agency/org. Taking ownership of a request will change the SR contact\owner and may also change the agency that is associated with the request and therefore who has access to the request. Editing the order will not make these changes but will allow access to the request. As an example, Joe Fulfillment originated a request, and now that request needs to be Canceled, but Joe is no longer on the team. Jane Fulfillment would utilize the “Take Ownership” action to assume responsibility, thereby becoming the SR contact.
- **History:** user can look at history of an order by clicking on the “History” button under “Actions” in the middle panel. Clicking on the “History” button will open a new tab with an “Order History” and if applicable, a “Service History” tab, as seen in Figure 15-3 Tracking - Item History.

Item History										
Order History										
<< first < prev 1 2 3 next > last >> 10 per page <input type="text" value="Enter search filter"/> Filter Clear										
Requestor	CJON	TSR	Service Type	Status	Type Action	PDC	CCSD	CSA	Date Modified	Actions
GONZALUD	SF29APR205204A	ED29APR205887A	Dedicated	Completed	AMEND	EWAFRLJ	D		29 Apr 2020 20:42:51 Z	Actions
GONZALUD	SF29APR205204A	ED29APR205887A	Dedicated	Fulfillment Confirmed	AMEND	EWAFRLJ	D		29 Apr 2020 20:42:49 Z	Actions
GONZALUD	SF29APR205204A	ED29APR205887A	Dedicated	Pending Fulfillment	AMEND	EWAFRLJ	D		29 Apr 2020 20:42:47 Z	Actions
GONZALUD	SF29APR205204A	ED29APR205887A	Dedicated	Submitted for Fulfillment	AMEND	EWAFRLJ	D		29 Apr 2020 20:42:23 Z	Actions
GONZALUD	SF29APR205204A		Dedicated	Approved	AMEND	EWAFRLJ	D		29 Apr 2020 20:42:18 Z	Actions
GONZALUD	SF29APR205204A		Dedicated	Approved	AMEND	EWAFRLJ	D		29 Apr 2020 20:39:05 Z	Actions
GONZALUD	SF29APR205204A		Dedicated	Approved	AMEND	EWAFRLJ	D		29 Apr 2020 20:38:17 Z	Actions
GONZALUD	SF29APR205204A		Dedicated	Approved	AMEND	EWAFRLJ	D		29 Apr 2020 20:37:29 Z	Actions
GONZALUD	SF29APR205204A		Dedicated	Approved	AMEND	EWAFRLJ	D		29 Apr 2020 20:36:23 Z	Actions
GONZALUD	SF29APR205204A		Dedicated	Approved	AMEND	EWAFRLJ	D		29 Apr 2020 20:35:37 Z	Actions
<< first < prev 1 2 3 next > last >> 10 per page										

**Figure 15-3 Tracking - Item History**

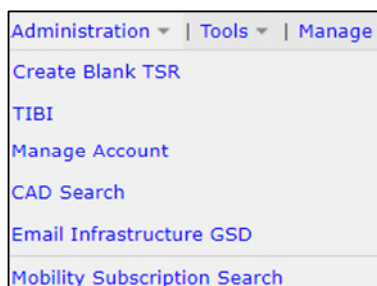
- **Amend:** A user can amend an order if the status of an “In Process” order has a status of “Pending Fulfillment”.
- **Cancel:** A user can cancel an order if the status of an “In Process” order has a status of “Pending Fulfillment”.
- **Recall:** A user can recall an order if the status of an “In Process” order has a status of “Pending Approval”.
- **Discontinue:** A user can discontinue an order if the status of an “Active” order has a status of “Active”.



- Reaward: A user can reaward an order if the status of an “Active” order has a status of “Active”.
- TSR Email: A user can view and print the TSR email for the order if the order is Pending Fulfillment, Active, or Completed.
- Email Infrastructure GSD: A user can send an email to the GSD for a CJON/TSR

## 16 ADMINISTRATION TOOLS

A number of Administrative tools for Storefront can be found in the banner under the “Administration” link.



### 16.1 Create Blank TSR

If the order you are looking for was a DISN order not created in DISA Storefront or DDOE the "Blank TSR" tool can be used to initiate a Reaward or Discontinue type action. The tool is only accessible to users with the APO (Authorized Provisioning Official) role, and can be found in the upper right hand corner of the page under the "Administration" link.

### 16.2 TIBI

To navigated to the TSEAS Inventory and Billing Information (TIBI) application, click on the “TIBI” link under the “Administration” link. Note: You will be navigated away from the Storefront application and requires access to TIBI. Follow access instructions in accordance with the TIBI application.

### 16.3 Manage Account

To manage your account, you can click on the “Manage Account” link under the “Administration” link. You will be navigated to the Manage Account page. For additional information on managing your account, refer to the DSSA FAQ.

### 16.4 CAD Search

To look for a user in Storefront, you can click on the “CAD Search” link under the “Administration” link. You will be navigated to the Manage Account Page, CAD Search to search for a person. For additional information on managing your account and the CAD Search, refer to the DSSA FAQ.



## 16.5 Email Infrastructure GSD

To send an email to the Infrastructure GSD, you can click on “Email Infrastructure GSD” link under the “Administration” link. Note: There are other links on the Storefront pages where this is available as well, such as under the Contact Us, and on My Orders, Tracking, Approval pages. Upon clicking the link, you can select a template and clicking “Create Email” will open your default mail client with a standard message that is editable in your mail client.

Figure 16-1 Email Infrastructure GSD capability

## 16.6 Mobility Subscription Search

The “Mobility Subscription Search” capability is located in the banner, under the “Administration” link. The subscription search is available for searching for Mobility subscribers across orders. Alternatively, if you are on the “Manage Subscribers” page for Mobility, you can click on the “Mobility Subscription Search” on the menu bar.

Figure 16-2 Mobility Subscription Search

Search on a subscription using the available search parameters, namely CJON, Last Name, Email, and Device ID. At least one parameter must be entered, but other parameters can be blank to widen the search. Note: each parameter uses full string search, and partial searches are not currently used. After entering a search, click on the “Search” button. The Search displays results in a table.



C/JON	Subscriber Last Name	Email	Device ID	Last Modified	Actions
SF23APR20100	Feinstein	jim.feinstein@mail.mil	245204	Apr 23, 2020	<a href="#">View Details</a>

**Figure 16-3 Mobility Subscription Search Results Page**

- User is able to download the filtered results into a csv file
- User is able to filter by column.
- User can click on “View Details” to view the mobility subscription details for a subscriber.
- After selecting “View Details”, all subscriber information for the mobility subscriber is displayed in a pop-up window.
- To edit subscriber details, click on the “Manage Subscribers” button, which will take you to the Manage Subscribers page for the selected subscriber.

Mobility Subscription Details	
C/JON:	SF23APR20100 <a href="#">Manage Subscribers</a>
First Name:	Jim
Last Name:	Feinstein
Email:	jim.feinstein@mail.mil
Device ID:	245204
Device Make:	N/A
Device OS Version:	N/A
Apple/Android Email Address:	N/A
Camera Policy:	Camera On
Carrier:	N/A
Last Action:	ADD
Last Updated:	Apr 23, 2020
Last Updated By:	SCHWEN
Notification Email:	fein@mail.mil
Operating System:	iOS
Organization:	101 Airborne Div
Previous User Email:	N/A
Rank:	TSO
Record Keeping Only:	Y
Transmission:	N
OS:	N/A
Email Validation Bypassed?	N/A

## 17 MANAGE REFERENCE DATA

Users can manage reference data under the “Manage Reference Data” link.

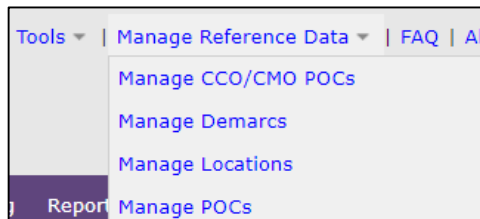


Figure 17-1 Manage Reference Data

### 17.1 Manage CCO/CMOs

This page allows users with the ARO, APO, or ADO roles to add and edit CCO/CMOs. Users with the ADO role can delete CCO/CMOs, if the CCO/CMO is not being used on an existing order.

### 17.2 Manage Demarcs

The Manage Demarcs page allows users with the ARO, APO, or ADO roles to add and edit demarc locations. Users with the ADO role can delete demarc locations if the location is not being used on an existing order. With the addition of the Enhanced ROM capability, this feature is no longer applicable for EROM service, as each demarcation will now be its own individual service point. Read more on the EROM capability in section 21 Enhanced ROM.

### 17.3 Manage Locations

The Manage Locations page allows users with the ARO, APO, or ADO roles to add and edit service delivery point locations and manage their association to a commercial demarc. Users with the ADO role can delete service delivery point locations if the location is not being used on an existing order.

### 17.4 Manage POCs

Users have the ability to edit or delete a POC from the Manage POCs page that is used on an order or by other reference data. Editing a POC from the Manage POC page can be seen in Figure 17-2 Edit POC from Manage POC Page.



**POC Details** [X]

[Edit POC] [Close]

---

**Organization and Agency**

**Agency:** Defense Contract and Audit Agency (DCAA)  
**Organization:** DCAA Regional Office - Philadelphia  
**Address:** 20251 CENTUARY BLVD  
20251 CENTUARY BLVD  
GERMANTOWN, MD, 20874, US

---

**Name**

**Rank:** Ms  
**Name:** SHAWN MCLANE

---

**Contact Information**

**Phone:** (301) 601-6130 **Type:** Commercial

---

**Email Addresses**

**Email:** SHAWN.MCLANE@DCAA.MIL **Type:** User E-Mail Address

**Last Updated:** Tue Nov 10 2015 23:30:57 GMT-0500 (Eastern Standard Time)

[Close]

**Figure 17-2 Edit POC from Manage POC Page**

- Users with the ARO or APO or ADO roles have access to a POC management page accessible from the DSF homepage. Users with the ARO, APO, or ADO role can search for a POC or Special POC, add a new POC or Special POC, edit the properties of a POC or Special POC, and view the name and the time date stamp of the user who last edited a POC record.
- Users with the ADO role can delete a new POC or Special POC if it is not used on an order or by any other reference data.
- Users with the ARO or APO role will have access to manage POCs from inside the order process, and will be able to: edit the properties of a POC or Special POC, view the name and the time date stamp of the user who last edited a POC record.

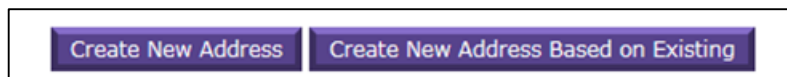
## 18 REFERENCE DATA AND MANUAL OVERRIDE

Recognizing that Storefront relies on the accuracy of reference data from various sources for location data, POC data, configurator data, CLIN data, equipment data, amongst other types of reference data, Storefront has a built-in manual override feature for key data elements in case a location or POC detail is not available as a drop-down. This feature is added to enhance the data quality and allow the user the flexibility to enter data to complete a service order.



## 18.1 Location Data

Location Data leverages reference data. The user can search for a location based on the Site, Zip code, State, or City. However, if the search results do not provide an address required for the order, the user is allowed to add an address on Storefront by clicking on “Create a New Address” or “Create a New Address Based on Existing” as seen in Figure 18-1 Create a New Address.



**Figure 18-1 Create a New Address**

A pop-up window, such as the one seen Figure 18-2 Location Editor Pop-Up Window, in will appear to allow the user to enter the appropriate location data for the order. If the button, “Create a New Address Based on Existing” is clicked, any information already provided on the Service Delivery Point or Shipping page will be used to pre-populate the new location, so the user can create a new location based on existing ones.

**Figure 18-2 Location Editor Pop-Up Window**

Once the address is completed, the user can also use the feature to add new buildings, floors, and/or rooms to the new location by clicking the “Next” button at the bottom of the Address accordion. The user sees the Location accordion as in Figure 18-3 Location: Building, Floor, and Room selection, and is prompted to select one of the listed building, floor, rooms and select “Next” or has the option to “Add new” building, floor, and Room combination if the one listed is not seen.





**Figure 18-3 Location: Building, Floor, and Room selection**

If the user selects “Add new”, a pop-up window as seen in Figure 18-4 Add New Building, Floor, Room Pop-Up Window. Once the new building, floor, and room are entered, the “Add” button in the window will be enabled and the window will close. The new building, floor, room will appear in the location, with an option to remove or edit the information.

**Figure 18-4 Add New Building, Floor, Room Pop-Up Window**

Required and Optional Facility Information can be entered in the Facility Information accordion, and any mandatory POC required will be prompted to be entered by the user.

## 18.2 POC Data and POC Search

POC Data leverages reference data tied to the location data. The user can search for a location based on the Site, Zip code, State, or City. However, if the search results do not provide an address required for the order, and associated POC, the user is allowed to add POC information on Storefront by entering the detail when asked for the Point of Contact information. If no Point of Contact exists, or you want to modify the existing POC data, click on “Lookup POC”, and a pop-up window will appear to allow the user to enter the appropriate POC data for the order, as seen in Figure 18-5 POC Pop-Up. POCs can be searched by Organization and/or Name and/or location. By searching on any of the parameters, the returning values can be added to the POC list by selecting the desired item, and clicking “Add POC” in the Lookup POC window. The “Name” search field works as follows: If ‘james’ were entered (without the quotation marks), James Adams and Robert James would both be returned because the text ‘james’ is found in either the first name or the last name (or both). If multiple values are input, Storefront will search the first name for the first value and the last name for the second value. For example, if ‘Jesse James’ were entered, Jessica Jameson and Jesse James would both be returned. Note: Searching in this field is not case-sensitive. The user may also click on the “Special POC Search?” check-box if the search criteria is for a Special POC.



**Figure 18-5 POC Pop-Up Window**

If the POC is not found, the user has the option to select, “Create a New POC”, and a new pop-up window will appear as seen in Figure 18-6 Create New Point of Contact Pop-Up Window. After entering all required POC data, the “Create” button will be enabled, and the new POC will be created.

Intl Access	Area Code*	Exchange*	Number*	Extension
must begin with a "+", 1-5 digits	2-4 digits, "()" optional	3-5 digits	4-6 digits	"ext" or "x" followed by 3-10 digits

**Figure 18-6 Create New Point of Contact Pop-Up Window**

If the “Special POC?” checkbox is selected, under the Name section, only the “Special POC” question is required to be selected as seen in Figure 18-7 special POC Name dropdown. A New Special POC



will be created after entering all required POC data, the “Create” button will be enabled, and the new POC will be created.

**Name**

☒ Special POC?

**Special POC:\*** Select

**Figure 18-7 special POC Name dropdown**

Currently, at a minimum, the Primary POC is required to enter in a new Location and/or POC. The user will be prompted to select the POC type for each POC entered, as seen in Figure 18-8 Points of Contact Information. Additional options to View POC information, which will prompt a pop-up window to appear with POC details, or Remove POC, which will remove the POC from the list, are also actions that can be taken.

**Points of Contact**

[Lookup POC](#)

Rank/Title	Name	POC Type	Agency - Organization Name	Action
Mr.	Jason M LaBumbard	Primary	Network Services Directorate - NS	<a href="#">View</a>   <a href="#">Remove</a>
Ms	MEI SCHIEDER	Alternate	DISA - Network Services Directorate - NS	<a href="#">View</a>   <a href="#">Remove</a>

**Figure 18-8 Points of Contact Information**

### 18.3 Commercial Demarcs

Commercial Demarcs leverages reference data, similar to Location data. This provides the user with Commercial Demarc locations. The user can select a demarc associated with a service delivery point, search on a location that is not a demarc, or search for a new demarc using Country, State, or Site, Address, City, or Zip filter search criteria, as seen in Figure 18-9 Commercial Demarc. Items in the table can also be edited. By clicking on the “View” hotlink, a new pop-up window will appear to edit Location and POC details.

Note: With the incorporation of the Enhanced ROM, the Commercial Demarc page is removed on the applicable EROM services. Go to section 21 Enhanced ROM. If you currently use Commercial Demarc page to configure your order, you will need to follow additional instructions.



Commercial Demarc A

Back

Continue

Do you require a commercial lease? ☒ Yes ☐ No

Warning: Please note that not providing a physical address could cause contracting delays.


Please enter your search parameters. Country is a mandatory selection.

Filter Level: Agency

Country: United States

Search:  Search

Enter location name, city, state, zip code, GEOLOC Code, or street address. The search field inputs will search on Location Name, GEOLOC Code, Address, City, State, Zip and Country. The search field works as follows: If 'wash' were entered (without the quotation marks), addresses in Washington state, addresses on Washington street, and addresses in the city of Washberry will be returned.

Selected Address: CMDR NAVAL SPECIAL WARFARE , 2000 TRIDENT WAY, SAN DIEGO, CA, 92155, US

Create New Address

Create New Address Based on Existing

State: CALIFORNIA

City: SAN DIEGO

Filter

Clear

<< first < prev

1 2 3

next > last >>

10 per page


Location Name	GEOLOC Code	Address	City	State	Zip	Country	Action
NAB CORONADO 	CORONADO	2000 TRIDENT WAY	SAN DIEGO	CA	92155	US	<a href="#">View</a>

Figure 18-9 Commercial Demarc

## 18.4 Configurator Data

Configurator Data leverages reference data, developed uniquely by the Storefront team. This provides the user with valid data rate and interface combinations, to reduce the need for SME knowledge to make an informed configuration selection. The Service Category, Data Rate, and Interface question interact dynamically. A user can may select Service Category and Data Rate, then Select an Interface Type:

- The user, on the Data Rate Page, can select a Service Category and use the Data Rate drop-down to select the desired Data Rate, as seen in Figure 18-10 Service Category Selection and Data Rate . The data rate drop-down can only be used to specify a data rate that is are “valid” configurations.



**Service Category:**

☐ Ethernet  
☐ T1-T3/E1-E3  
☒ Optical  
☐ Serial  
☐ Data Sub-Rates

**Data Rate:**

60 MB ▼

**Figure 18-10 Service Category Selection and Data Rate Drop-Down**



- b. The user, on the Interface Page, if required, can then choose to specify their Interface Type, by selecting “Yes” to the question, “Do you have a specific Interface Type requirement?” and continuing to select that you are choosing a Standard Interface as seen in Figure 18-11 Standard Interface Selections for Service Category. This selection allows the user to specify a simplified interface that is not part of the “valid” configurations. From this screen, the user can select an interface for the associated Service Category. If the interface chosen is compatible, then the selection for data rate and interface is complete.

Do you have a specific Interface Type requirement? ☒ Yes ☐ No

Did you find the necessary Interface in the table below? ☒ Yes ☐ No

*Specifying an interface type may limit your Data Rate choices. You will only be able to order Data Rates that are compatible with your specified interface.*

**Selected Interface: None\***

Interface	Interface Type	Cable Standards	Connector	Medium	Range	Frequency	Unique Fact
SONET OC-3	Optical	Single Mode (SM)		Optical	Up to 40 Km	1310 nm	
SDH STM-1	Optical	Single Mode (SM)		Optical	Up to 40 Km	1310 nm	

**Figure 18-11 Standard Interface Selections for Service Category**

If the search results do not provide a configuration (data rate and interface) combination that the user desires, the user will be able to type in a specified data rate, and also have the ability to choose a non-standard electrical/physical interface type. This provides the user with a configurator manual override, by selecting “Yes” to the question, “Do you have a specific Interface Type requirement?” and “No” to the question, “Do you want to use a Standard Interface.” By selecting these options, the Electrical Interface and Physical Interface drop-downs will appear as in Figure 18-12 Data Rate and Interface: Non-Standard interface drop-downs.



Do you have a specific Interface Type requirement? ☒ Yes ☐ No

Did you find the necessary Interface in the table below? ☐ Yes ☒ No

*Specifying an electrical and physical interface may invalidate estimated charges.*

Electrical Interface:  AND Physical Interface:

**Figure 18-12 Data Rate and Interface: Non-Standard interface drop-downs**

If the user would like to add a configuration to the Storefront database, it is recommended that the user contacts the Storefront team directly for inclusion of the configurations to the baseline.

## 18.5 CLIN Data

CLIN data leverages reference data, provided by different POCs. Currently, there is CLIN data for Networkx, EMSS, and CSSS. The CLIN data is logically mapped to questions and pages, and answering certain branching questions (i.e. choosing Yes or No) may affect the outcome of the CLINs that are displayed. However, if the CLIN is not seen in the search results, there is a manual CLIN entry section to allow the user to enter the CLINs directly. If the user would like to add, remove, or update CLINs to the Storefront database, it is recommended that the user contacts the appropriate service POCs and the service POCs will contact the Storefront team directly for inclusion of the CLINs to the baseline.

### 18.5.1 Networkx CLIN Reference Data

Networkx CLIN data represents a variant of CLIN data that will be described in further detail in this section. Currently, Storefront supports 13 Networkx Sub-services, including an “Other Networkx” sub-service, used as a catch-all sub-service capability. The Networkx CLIN reference data mapping has been determined by the question that is driving the CLIN choices. However, if the provided Networkx CLIN data is not available, a secondary search feature has been enabled to allow applicable CLINs to be searched for and added to an order. For example, the user may find that a specific DAA CLIN has not been added after answering all the relevant Networkx sub-service questions. On certain questions, a feature for the user to add CLINs will be allowable if the user sees the message as in Figure 18-13 Add CLINs message option, and clicks on “Here”.

**If you do not see the CLIN you want, click [Here](#) to add other CLINs.**

**Figure 18-13 Add CLINs message option**

Each Networkx Sub-Service will also have a dedicated CLIN Entry Page. The user will be provided a separate CLIN Entry page for circumstances where CLINs were not added during the process of asking the Networkx sub-service questions, or the user wants to add the CLINs on this page. The user will have both the option to attempt to search for a CLIN or manual enter CLINs by adding them to the Networkx CLINs table.





CLIN Editor

This CLIN Editor can be used to add CLINs to answer questions for which the CLIN choices you need didn't appear. You can search for CLINs from the catalog using the CLIN search field or you can manually enter the CLINs you need into the table at the bottom of this dialog. Select the "Add" link in the table to add a new row and then enter the CLIN information. Everything added to the bottom table will be used to populate the question choices for which this editor was opened. Press "Save and Close" to save these CLINs and return to the page. **Remember: \* You must still select the options you've added by pressing the "Add to Order" button after pressing "Save and Close".**

Use [Networkx Pricer](#) to calculate costs or to contact the Networkx vendor

Search For and Select CLINs Below:  
 You can search by CLIN, Contract Number, or Description

Enter Networkx CLINs by selecting the "Add" link and then filling out the required information, as indicated by the red, dotted outlines. Everything added to this table (whether by selecting from the search results above or by typing into the rows in this table) will be added to the order.

CLIN	Description	Quantity	UOM	MRC	NRC	Usage I	Action
							<a href="#">Add</a>

Save And Close

Figure 18-14 Networkx CLIN Entry Page

## 18.6 Equipment Data

Equipment data consists of customer equipment as well as cryptographic equipment, both utilizing reference data. The following section describes each in further detail.

### 18.6.1 Customer Equipment

#### a. Standard

Equipment data leverages reference data, provided by the UCCO for the unclassified Approved Products List. To look for the customer equipment, search for Terminal Equipment using either the Type and or Manufacturer drop-down menus. However, if the equipment is not seen in the search results, there is a manual equipment entry section to allow the user to add the equipment directly. These options can be seen in Figure 18-15 Terminal Equipment Search and Manual Entry. This feature can be seen on the Equipment Information and predominantly in the Equipment Only Service. If the user would like to add equipment to the Storefront database, it is recommended that the user contacts the Storefront team directly for inclusion of the equipment to the baseline.





**Equipment Information A** Back Continue

Do you have existing Terminal Equipment or have you ordered Terminal Equipment for Location A? ☒ Yes ☐ No

**Which type of terminal equipment do you have at Location A?**  
 You can either search and select from Approved Products List or Enter Manually in the table below or you can utilize the Terminal Equipment Information text field to provide details on your equipment.:

Filter Level Agency ▼

Type ▼ Manufacturer ▼

**Selected Equipment:\***

Status	Type	Manufacturer	Model	Name	Action
					<a href="#">Add</a>

Terminal Equipment Information 5000 Characters Remaining

Do you have detailed Terminal Equipment Information to provide? ☐ Yes ☒ No

Do you have additional equipment you need to acquire? ☐ Yes ☒ No

**Figure 18-15 Terminal Equipment Search and Manual Entry**

**b. Equipment to Acquire**

The customer may also be asked if there is any additional equipment that one needs to acquire. If the response is Yes, then a table will appear to allow the user to add additional equipment by manually entering the CLIN, Contract Number, Description, QTY, UOM, MRC, and NRC fields, as seen in Figure 18-16 Equipment to Acquire Manual Entry Table.

Do you have additional equipment you need to acquire? ☒ Yes ☐ No

**Please Enter Additional Equipment Below:\***  
 (You may enter up to 10 additional pieces of equipment)

CLIN	Contract Number	Description	UOM	MRC	NRC	QTY	Action
				\$ 0.00	\$ 0.00	1	<a href="#">Delete</a>
							<a href="#">Add</a>

**Figure 18-16 Equipment to Acquire Manual Entry Table**

## 18.6.2 Crypto Equipment

Equipment data leverages reference data. To look for the Cryptographic Equipment, select the cryptographic equipment from the available selection of approved list of crypto equipment compatible with the data rate and interface equipment you have chosen. If the user would like to add equipment to the Storefront database, it is recommended that the user contacts the Storefront team directly for inclusion of the equipment to the baseline.

## 18.7 COMSEC Accounts

On the Crypto page, the user will also be asked to enter COMSEC account and COMSEC Custodian data. COMSEC accounts will have associated Custodians. Registered COMSEC Custodians will be



associated with COMSEC Accounts, but the user may also elect to select a different COMSEC custodian using the Search for POC option, or even creating a new POC. These options can be seen in Figure 18-17 COMSEC Custodian.

COMSEC Custodian

Select Custodian registered with this COMSEC account, or select a different custodian for this order. \*

☒ Registered Custodian:

Organization	Rank/Title	Name	Site	Commercial Phone	Action
DoD Contractor	Mr.	BENJAMIN M COX	JAC/DS		<a href="#">View</a>

☐ Select a different COMSEC custodian:

Figure 18-17 COMSEC Custodian

## 19 COMMON INPUT CONTROLS

This section provides further detail on common features within Storefront. In this section, you will learn shortcuts and tool actions, such as how to do a type search in the drop downs, access the full set of items in a drop down, learn more about the back and continue buttons, branching questions, reference data, little arrows to maximize/minimize screen, zooming in/out.

### 19.1 Type Search in the Drop-Down Menu

In any of the drop-down menus, a user has the option to scroll to the desired selection, or can start typing in the drop-down field, and see the options that appear. As seen in Figure 19-1 Type Search of Drop-Down Menu, as the user begins to type in the blank field, the drop-down will filter on the selections that match the text search string.

Please select an Agency and Organization to order on behalf of:

Agency:

American Red Cross

[Save](#)

Figure 19-1 Type Search of Drop-Down Menu

The user can search for partial words or text that may be part of the Agency or Organization. For example, if the user types “red”, all Agencies that have the string “red” will be returned in the filter. This can be seen in Figure 19-2 Type Search Middle of String Drop-Down Menu.

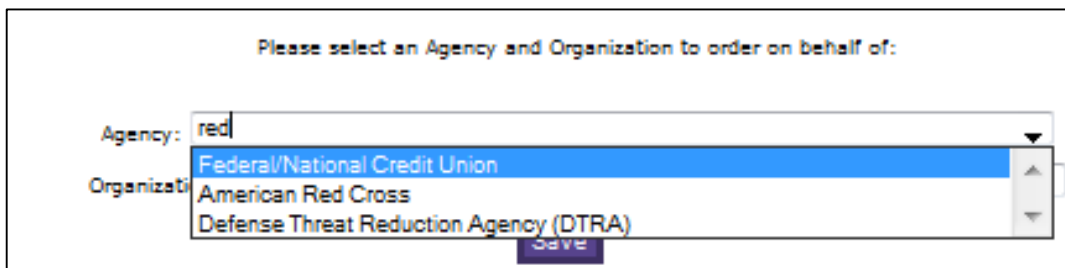


Figure 19-2 Type Search Middle of String Drop-Down Menu

## 19.2 Accessing Full Set of Items in the Drop-Down Menu

Some of the drop-down lists are long, and as a result, the drop-down will default to show the “Top” items to accommodate for space constraints. To access the full set of items in the list, click anywhere on the pulldown component except the arrows on the right, as seen in Figure 19-3 Accessing the Full List in Drop-Down Menu.

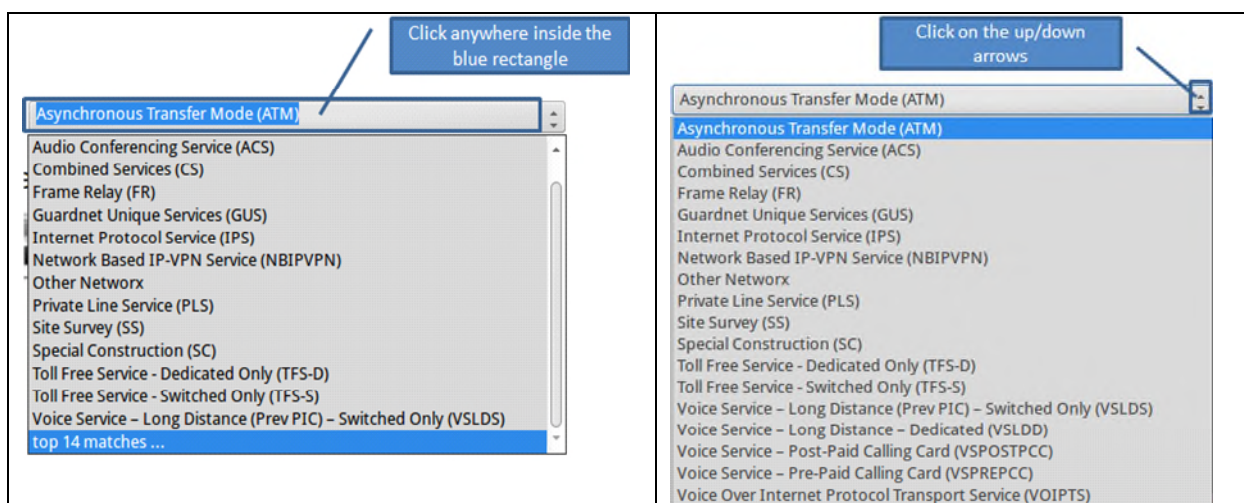


Figure 19-3 Accessing the Full List in Drop-Down Menu

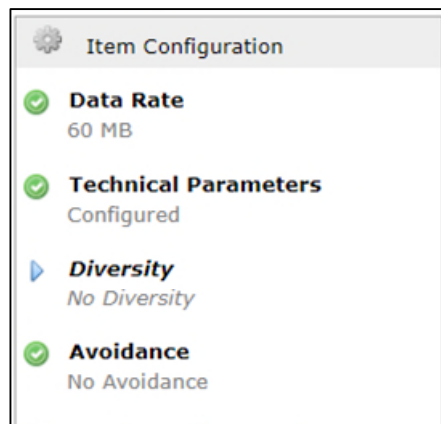
## 19.3 Navigating through Storefront

There are various ways to navigate through the pages of Storefront. The primary way is to use the Back and Continue button located at the top and bottom of the Storefront page, on every page, as seen in Figure 19-4 Back and Continue Buttons. The Storefront ordering process leverages pre-defined wizards to collect and validate the order data at each step of the process before continuing to the next step. This ensures that only the necessary information is displayed to the user at each step and increases overall order data quality. Therefore, if the user has not completed a section and saved yet, they cannot jump ahead to the next page, but the user can go back pages that have already been completed. Hitting the Continue button also triggers the page to be automatically saved. Additionally, there are similar buttons such as Checkout and Add to Cart that function to automatically save the user's order data.



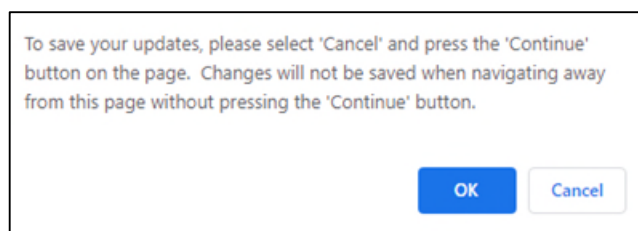
**Figure 19-4 Back and Continue Buttons**

However, there are other ways to navigate through the pages. The user can also click on the hyperlinks in the Item Configuration to traverse backwards or forwards, as seen in Figure 19-5 Item Configuration Panel.



**Figure 19-5 Item Configuration Panel**

If the user attempts to navigate away from the page with unsaved data, a pop-up window such as the one seen in Figure 19-6 Navigation Warning for Unsaved Data Pop-Up, will appear. Any information input on a page is saved once the Continue button is pressed and the next page is loaded. When the Back button is pressed, any information on a page that has not already been saved and is not prepopulated, auto-generated, or defaulted, will be lost and will need to be reentered when the user returns to this page.



**Figure 19-6 Navigation Warning for Unsaved Data Pop-Up**

Another way the user can traverse through the different stages of the ordering process is to click on the hyperlink in the top banner of the Storefront page. There, the user can click on the link to go back to Configure if the user is already in Checkout, Figure 19-7 Storefront Ordering Banner.

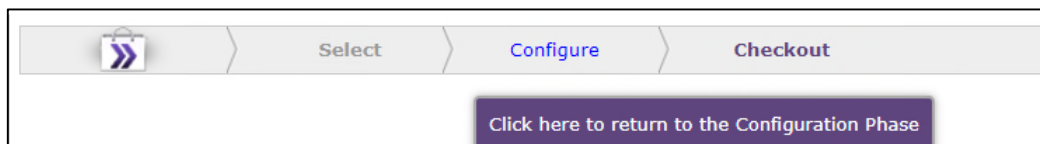


Figure 19-7 Storefront Ordering Banner

## 19.4 Branching Questions

Throughout Storefront, the user may be asked to answer questions with a Yes or No response. By selecting one of the choices, this may filter on or expand on selectable options for subsequent responses. An example of a branch question can be seen in Figure 19-8 Branching Question. When responding to a branching question, consider the potential impact of the allowable choices that may follow.

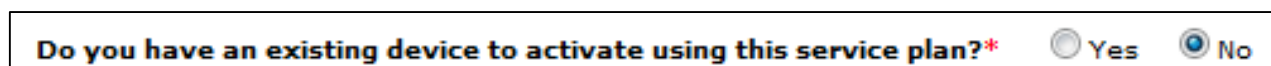


Figure 19-8 Branching Question

## 19.5 Minimizing and Maximizing Screens

The panels on the left and right have an ability to minimize and maximize so that the user can optimize the space in the middle panel. As depicted in Figure 19-9 Minimizing and Maximizing Panel Screens, the green box indicates the arrow to click on to open and close the panels.

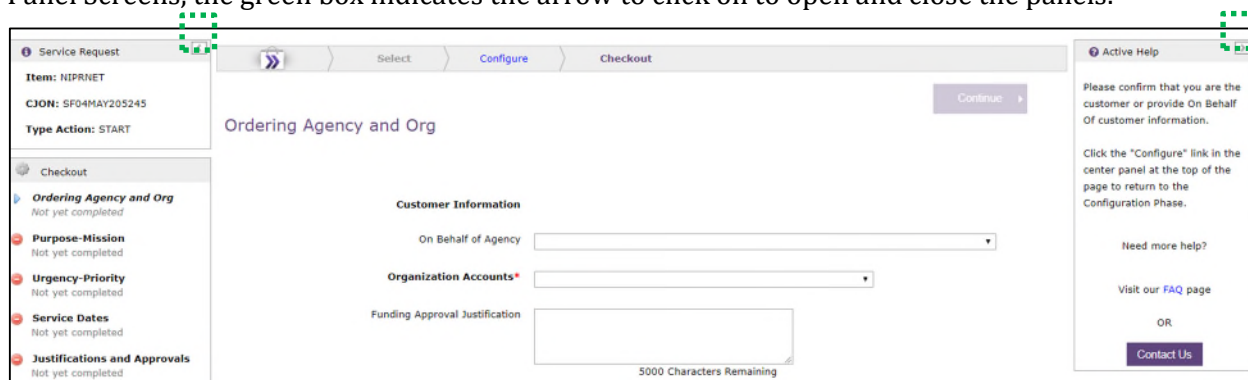


Figure 19-9 Minimizing and Maximizing Panel Screens

## 19.6 Manual Entry Workaround in a Drop-Down

A user can manual enter items in certain drop-downs as a workaround. For example, for Networkx orders, the user may not find the correct drop-down item listed to respond to a question.

For example, when asked the question regarding Access Level, you may find the responses, “Dedicated” or “Embedded”. However, if the user does not find the appropriate response, it can be manual entered directly in the drop down area. If you type <user text> and press Enter, that value will remain in the search box and then the next option will appear for the next question, such as Service Level. When this question appears, if a manually entered selection was entered previously, there will no drop-downs for subsequent questions, and the user will need to enter the information



as well as well. The missing drop-downs are due to missing reference data entries. If there are any comments or bulk updates recommended, contact the Storefront Help Desk or Service POC.

## 19.7 Browser Settings to open a New Window or New Tab

Certain questions may provide additional links to external sites. Prior to clicking on the link, it is recommended that the user check their browser settings to ensure that clicking on the link will take you to the new page by opening a new window or a new tab. If the link opens in the same window, then the user will need to ensure that if the user does not want to lose any order data, that they will be required to hit the back button of the browser. Otherwise, an unwanted action of closing the browser may occur. An example of where this may occur on the EMSS Paging sub-service is seen in Figure 19-10 Example link to open a new window or tab.

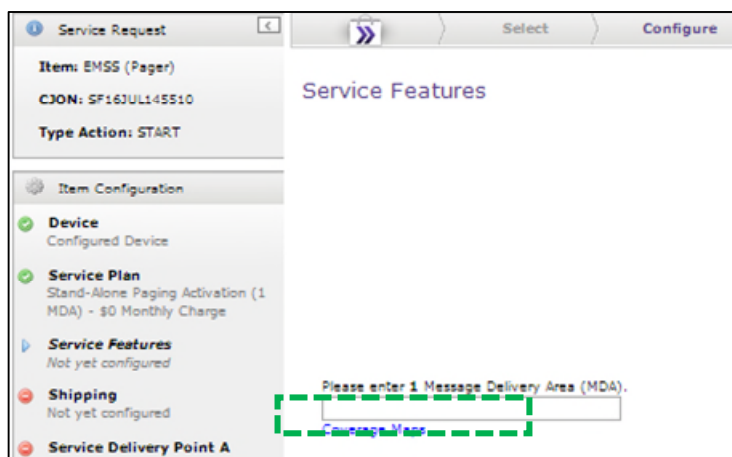


Figure 19-10 Example link to open a new window or tab

### 19.7.1 How to change browser settings in Firefox

To change browser settings in Firefox, go to Tools → Options, then click on the Tabs icon. The window such as in Figure 19-11 Firefox Options, will appear. If you would like to Open a new window in a new tab, check the first box. Change your browser settings as desired, and then click OK.



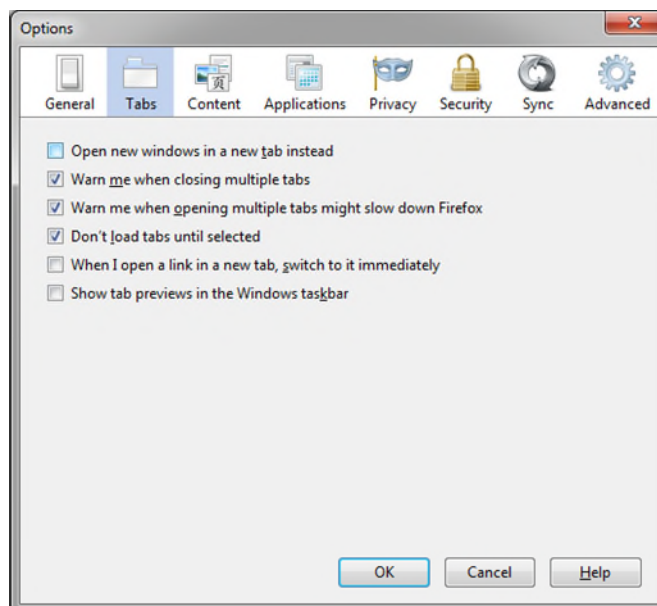


Figure 19-11 Firefox Options

### 19.7.2 How to change browser settings in Internet Explorer

To change browser settings in Internet Explorer, go to Tools → Internet Options. Under the General Tab, go to the Tabs section and click on the “Settings” button. The window such as in Figure 19-12 Internet Explorer Tabbed Browsing Settings, will appear. You can change your selections as desired.

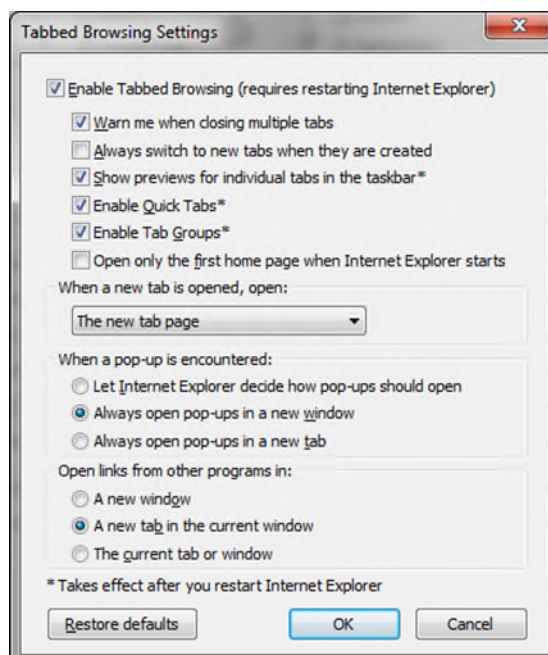


Figure 19-12 Internet Explorer Tabbed Browsing Settings

### 19.7.3 How to change browser settings in Chrome

To change browser settings in Chrome, go to Settings → Show advanced settings... → Network → Click on “Change proxy settings” → Go to the “General” tab, then click on the “Settings” button. The window such as Figure 19-13 Chrome Tabbed Browsing Settings, will appear. You can change your selections as desired.

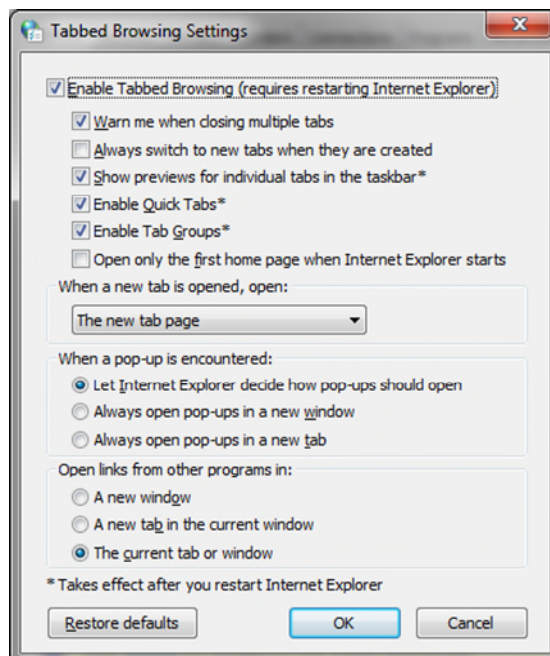



Figure 19-13 Chrome Tabbed Browsing Settings

## 19.8 Keyboard Shortcut

### 19.8.1 Enable “Save” button on Keyboard without a mouse

There is a “Save” button (  ) for manual entry fields which can be activated on the keyboard using the “enter” key if it is for a single line of text or, if there’s more than a single line of text, then hit the “tab” key followed by the “enter” key. That combination will enable the “Save” action without using the mouse.

## 19.9 Networkx ROM Table Editing

### 19.9.1 ROM Table Editable Pricing for Networkx CLINs

All Networkx CLINs are now shown in the Estimated Charges as individual line items. All CLINs, Auto-Sold CLINs, the corresponding CLIN prices, including unit price NRC and MRC can be updated and edited by clicking on the NRC or MRC cell of the CLIN entry in the ROM Table. See Figure 19-14 Editable Pricing in Networkx ROM Table for example. The MRC and NRC entered into the MRC and NRC fields are the unit price, and Storefront will calculate and display the Total MRC and NRC cost based on the total Quantity of the CLIN after you enter that price and Save.



Estimated Cost					
CLIN	Item Description	MRC	NRC	Annual Cost	Quantity
760212	PRI	\$0.00	\$0.00	\$0.00	1
760412	PRI	\$0.00	\$0.00	\$0.00	1
	Total	\$0.00	\$0.00	\$0.00	

Figure 19-14 Editable Pricing in Networx ROM Table

### 19.9.2 ROM Table Editable Quantity for Networx CLINs

All CLIN quantities can be updated and edited by clicking on the Quantity cell of the CLIN entry in the ROM Table. See Figure 19-15 Editable Quantity in Networx ROM TableHelp for example.

Estimated Cost					
CLIN	Item Description	MRC	NRC	Annual Cost	Quantity
760112	PRI	\$0.00	\$0.00	\$0.00	25
760312	PRI	\$0.00	\$0.00	\$0.00	
	Total	\$0.00	\$0.00	\$0.00	

Figure 19-15 Editable Quantity in Networx ROM TableHelp

### 19.9.3 ROM Table CLIN MRC calculation

All Networx CLINs have both editing pricing and quantity updates for individual CLINs. It is important to understand that the MRC and NRC entered into the MRC and NRC fields are the unit price, and Storefront will calculate and display the Total MRC and NRC cost based on the total Quantity of the CLIN after you enter that price and Save. That is, Total MRC = Unit MRC x Quantity. Total NRC = Unit MRC x Quantity. For MRC, Total MRC is then multiplied by 12 to calculate the Annual MRC cost and added to the NRC cost. Below is a step by step example to illustrate MRC cost. Quantity, MRC, and NRC can be entered in any order, and the steps below are meant to show the logic of calculations.

Step 1: Enter a Quantity of 10. Save.

Estimated Cost					
CLIN	Item Description	MRC	NRC	Annual Cost	Quantity
760212	PRI	\$0.00	\$0.00	\$0.00	1
760412	PRI	\$0.00	\$0.00	\$0.00	10
	Total	\$0.00	\$0.00	\$0.00	

Step 2: Enter a unit MRC price of \$2. Save.



Estimated Cost					
CLIN	Item Description	MRC	NRC	Annual Cost	Quantity
760212	PRI	\$0.00	\$0.00	\$0.00	1
760412	PRI	2		\$0.00	10
	Total			\$0.00	

Step 3: After Saving, Storefront will automatically calculate unit MRC of \$2 by Quantity of 10.  $\$2 \times 10 = \$20$ .

Estimated Cost					
CLIN	Item Description	MRC	NRC	Annual Cost	Quantity
760212	PRI	\$0.00	\$0.00	\$0.00	1
760412	PRI	\$20.00	\$0.00	\$240.00	10
	Total	\$20.00	\$0.00	\$240.00	

Step 4: Storefront will automatically calculate Annual cost by Multiplying Total MRC by 12.  $\$20 \times 12 = \$240$ .

Estimated Cost					
CLIN	Item Description	MRC	NRC	Annual Cost	Quantity
760212	PRI	\$0.00	\$0.00	\$0.00	1
760412	PRI	\$20.00	\$0.00	\$240.00	10
	Total	\$20.00	\$0.00	\$240.00	

Below is a step-by-step example to further illustrate NRC cost.

Step 5: (From previous, Quantity of 10), Enter an NRC cost of \$5. Save.

Estimated Cost					
CLIN	Item Description	MRC	NRC	Annual Cost	Quantity
760212	PRI	\$0.00	\$0.00	\$0.00	1
760412	PRI	\$20.00	5	\$0.00	10
	Total	\$20.00		\$0.00	


Step 6: After Saving, Storefront will automatically calculate unit NRC of \$5 by Quantity of 10.  $\$5 \times 10 = \$50$ .



Estimated Cost					
CLIN	Item Description	MRC	NRC	Annual Cost	Quantity
760212	PRI	\$0.00	\$0.00	\$0.00	1
760412	PRI	\$20.00	\$50.00	\$240.00	10
	<b>Total</b>	<b>\$20.00</b>	<b>\$50.00</b>	<b>\$240.00</b>	

In summary, when entering MRC and NRC, keep in mind that this is the unit cost and not the total cost. Storefront will automatically calculate total MRC and NRC based on the quantity entered.

### 19.10 Tooltips

Throughout Storefront, tooltips are available to provide hints on specific fields. The tooltip will appear by hovering over the question mark, , a tooltip such as the one in Figure 19-16 Tooltip Example.

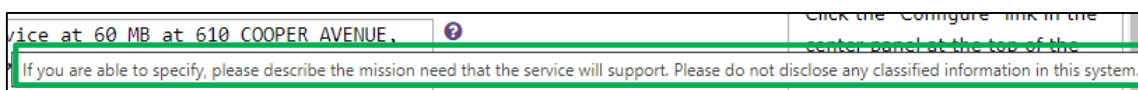


Figure 19-16 Tooltip Example

### 19.11 Active Help

On the right-hand side of Storefront, an Active Help area is available to provide hints and information of the page the user is currently on.

### 19.12 FAQ

On the right-hand side of Storefront, under Active Help, a user can also visit the Storefront FAQ page for information that is not available in a tooltip or the Storefront Active Help.

### 19.13 Contacting the Help Desk

As a last resort, if the user needs to contact the Help Desk, the user can click on the “Contact Us” button under Active Help. Contact Information (email, phone number) will be available in this area, where a representative can assist the user with a question or issue they are experiencing on Storefront.

For a listing of potential situations where you should call the Help Desk, please refer to Section 23, Potential Error Situations.

## 20 REVIEW OF TYPE ACTIONS

This section provides basic understanding of the types of actions available on Storefront.

### 20.1 Start

This is the action taken when pressing the “Order Now” button. By default, Storefront will create a “Start” type action.



## 20.2 Amend

This action can be taken through the “My Orders” or “Tracking” page. When the status of “Pending Fulfillment” appears, the Amend option will appear under “Actions”.

If the user would like to make an Amend of a Discontinue, then this action can be taken through the “My Services” page, under the Inactive tab.

## 20.3 Cancel

This action can be taken through the “My Orders” or “Tracking” page. When the status of “Pending Fulfillment” appears, the Cancel option will appear under “Actions”.

## 20.4 Discontinue

This action can be taken through the “My Orders” or “Tracking” page. When the status of “Active” appears, the Discontinue option will appear under available “Actions”.

## 20.5 Change

This action can be taken through the “My Orders” or “Tracking” page. When the status of “Active” appears, the Change option will appear under available “Actions”.

## 20.6 Reaward

This action can be taken through the “My Orders” or “Tracking” page. When the status of “Active” appears, the Reaward option will appear under available “Actions”.

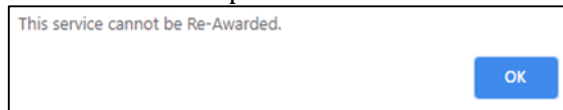
The “Reaward” option is not available for certain Services. If an option is not available at the time, Storefront will display the action in Red, and the action will be disabled as seen in Figure 20-1

Action not available displayed in Red text.

Requestor	CJON	TSR	Service Type	Status	Type Action	PDC	Agency	CCSD	CSA	Date Modified	Actions
LaBumbard, Jason	SF09APR205043	AF09APR205018	DoD Mobility Capability - Unclassified	Active	START	EWAFRJ	DISA		DMUCJ010873	04 May 2020 19:00:09 Z	Actions
LaBumbard, Jason	SF09APR205041	AF09APR205017	DoD Mobility Capability - Unclassified	Active	START	EWAFRJ	DISA		DMUCJ010872	01 May 2020 20:20:08 Z	Addressing and Routing
LaBumbard, Jason	SF13JAN208488	WF22APR207651	Network - PLS	Active	START	AOFF31	USA			28 Apr 2021 21:36:42 Z	Change
Gonzaludo, Daisy	SF15APR205086	ED15APR205874	DoD Mobility Capability - Unclassified	Active	START	EWAFRJ	DISA		DMUCJ010877	15 Apr 2021 13:45:51 Z	Copy
Gonzaludo, Daisy	SF15APR205085	ED15APR205873	DoD Mobility Capability - Unclassified	Active	START	EWAFRJ	DISA		DMUCJ010876	15 Apr 2021 13:45:48 Z	Discontinue
Gonzaludo, Daisy	SF15APR205083	EM15APR202102	DoD Mobility Capability - Unclassified	Active	START	EWAFRJ	FHFA		DMUCJ010875	15 Apr 2021 13:45:46 Z	History
Gonzaludo, Daisy	SF27MAR209847	ED27MAR205853	DRSN	Active	START	EWAFRJ	DISA	D		13 Apr 2021 14:40:34 Z	Manage Subscribers
Gonzaludo, Daisy	SF13APR205058	FR13APR205001	Equipment Only (Non INMARSAT)	Active	START	EWAFRJ	FHFA			13 Apr 2021 14:39:27 Z	Re-Award
											View
											TSR Email
											Email Infrastructure GSD

**Figure 20-1 Action not available displayed in Red text**

By hovering or clicking on the action, and additional pop-up will appear as seen in Figure 20-2 Pop-Up Window Disabled Action - Reaward example.



**Figure 20-2 Pop-Up Window Disabled Action - Reaward example**





## 20.7 Recall

This action can be taken through the “My Orders” page, under the In Process tab. When the status of “Pending Approval” appears, the Recall option will appear under available “Actions”. This action can also be taken through the “Approvals” page, under the Completed tab. When the status of “Pending Approval” appears, the Recall option will appear under available “Actions”.

## 20.8 Temporary

When performing a Start order, on the Service Dates page, which appears during the “Checkout” process, if the user answers “Yes” to the question, “Is this a Temporary order request?”, the Start order will become a Temporary order. This action can be reviewed under the “My Orders” page, with the Current Type Action listed as “TEMPORARY”, as seen in Figure 20-3 Temporary Action under My Orders.

CJON	TSR	Service Type	Status	Type Action	PDC	Agency	CCSD	CSA	Date Modified	Actions
SF04MAY205245		NIPRNET	Ordering	TEMPORARY		DISA	D1		07 May 2020 10:15:08 Z	Actions ▾

Figure 20-3 Temporary Action under My Orders

## 21 ENHANCED ROM

Enhanced Rough Order of Magnitude (EROM) provides a cost estimate for the Commercial Segment of the Circuit in the Storefront ordering tool. The Enhanced ROM applicable services are:

- Dedicated
- DISN Backbone
- NIPRNET
- SIPRNET
- DRSN
- DSN
- Connect to VPN
- New Estimates are based on the last 6 years of Commercial Lease Cost actuals
- Estimates determined based on:
  - Service Category
  - Data Rate
  - Circuit Endpoint Locations
    1. Start Lease Demarcation GEOLOC
    2. Stop Lease Demarcation GEOLOC (optional). If no Demarcation Stop is provided, a logical location will be assumed as part of the calculation.
    3. NOTE: Demarcation points cannot be PO or APO boxes. Must be location address.

### Additional Considerations:

- The basis of the 6 years of data is limited to the actual contract values provided, thereby restricting the estimates returned.
  - As such, the computation may yield a very high cost value or a \$0 cost value. Both conditions indicate a calculation was completed and returned.



- Any change in the combination of the input parameters may not yield the same value.
- For IOC, only one commercial segment will be estimated per circuit.
- If there are no Lease Points, the circuit estimate will be returned as \$0.

New or Removed Questions or Features:

1. Data Rates are filtered by Service Category. You can no longer try to select a Data Rate that is not for an applicable Service Category.
2. Location Type is specified for each Service Point, selectable in a drop-down. Location Types are: Service Delivery Point, Demaraction, Demarcation-TBD, Extended Demarcation, Tech Control, Non-Termination Facility, DISN.

The screenshot shows a web interface for configuring a Service Point. At the top, there are tabs for 'Select', 'Configure', and 'Checkout'. Below the tabs, the breadcrumb trail reads: 'Service Point Navigation: Service Point SDP >> Service Point Equipment Information >> Service Point Interface >> Service Point Crypto >> Service Point Installation and Maintenance'. The main heading is 'Service Point B'. A 'Continue' button is in the top right. A message states: 'Please enter your search parameters. Country is a mandatory selection.' Below this, there are several input fields: 'Location Type' (a drop-down menu currently showing 'Demarcation-TBD'), 'Lease Start/Stop' (radio buttons for 'Start' and 'Stop'), 'Filter Level' (a text input with 'A' entered), 'Country' (a text input with 'United States' entered), and 'Search' (a text input with '12345' entered). A 'Search' button is to the right of the search input. Below these fields, there is a list of location types: 'Demarcation', 'Demarcation-TBD', 'Extended Demarcation', 'Tech Control', and 'Non-Termination Facility'. At the bottom, there is a note: 'Enter location name, code, or street address. The search field inputs will search on Location Name, GEOLOC Code, Address, City, State, Zip and Country. The search field works as follows: If 'wash' were entered (without the quotation marks), addresses in Washington state, addresses on Washington street, and addresses in the city of Washberry will be returned.'

**Figure 21-1 Location Type Drop-Down**

3. The Commercial Demarc page has been removed on the EROM services. If you currently use the Commercial Demarc page to configure your order:
  1. Upon the Service Point Management page, select "Yes" for needing demarc for the corresponding Service Delivery Points (SDP).
  2. You will see a corresponding demarc for SDP A, indicated as Service Point (SP) B. Similarly, for SDP Z, you will see a corresponding demarc indicated as SP C.
  3. The lease segment calculated will be from Demarcation Lease Start (SP B) to Demarcation Lease Stop (TBD location or SP C), using the corresponding GEOLOCs for each Service Point.
  4. All service points, both service delivery points, and commercial demarcs alike, will be indicated as service points in the SR XML.
  5. Note: As a result, the Commercial Demarc is no longer associated with the Service Delivery Point. It will be indicated as a separate service point.
4. New Commercial Lease Unsure Option. Enhanced ROM is only Computed for Commercial Lease segments, so if Customers are Unsure if they will require a lease, the Estimated Cost will include the Lease Estimate. For Commercial Lease Unsure, Service Point B (and C for those with two demarcation endpoints) Demarcation – TBD is automatically added.
5. Facility ENR Codes are filtered based on the Location Type.



▼ Facility Information

Facility (ENR) Code: CCI - Commercial Communications Interface - 1st Within GEOLOC

NPA: \*

NXX: \*

Clearance Required: CCI - Commercial Communications Interface - 1st Within GEOLOC

Escort Required: CFX - Commercial Central Office - 1st Within GEOLOC

Security Instructions: CCI - Commercial Communications Interface - 1st Within GEOLOC

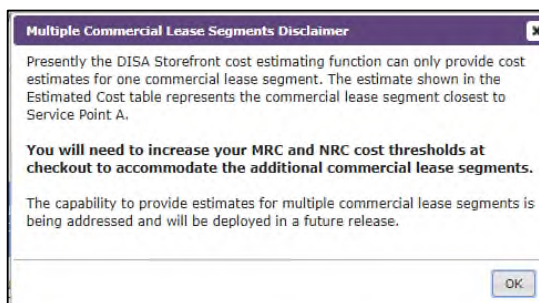
**Figure 21-2 Facility ENR Code - Filtered by Location Type**

6. A new “Compute Estimated Cost” button and subsequently computing, the Enhanced ROM values appears in the Estimated Cost table.

Estimated Cost					
CLIN	Item Description	MRC	NRC	Annual Cost	Quantity
N/A	Data Interface A (Ethernet:10 MB)	\$2,915.26	\$3,190.55	\$34,983.12	1
	Total	\$2,915.26	\$3,190.55	\$34,983.12	

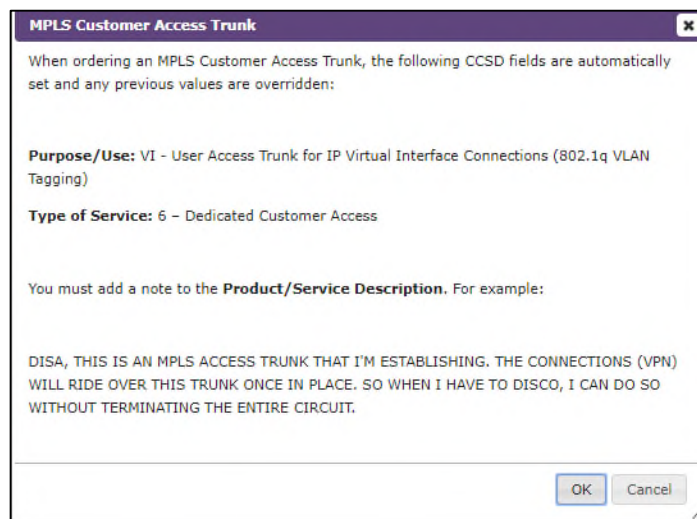
**Figure 21-3 Estimated Cost Table**

7. Commercial Lease set to “No” removes Service Point “Demarcation – TBD”
8. Commercial Lease set to “Yes” changed the Location type to “Demarcation”
9. Enhanced ROM Phase 1 estimates cost based on **one commercial lease segment**, and the estimate is based on only first commercial lease segment. Adding more than one leased segment, (i.e. if you have more than one Location Type = Demarcation, Lease = Start), Storefront will display a disclaimer to adjust the cost thresholds to accommodate the additional commercial lease segments.



**Figure 21-4 Multiple Commercial Lease Segments Disclaimer**

10. Compute Estimated Cost button is disabled until the user changes a service point.
11. NIPRNET Customer Access Trunks: A new mandatory field has been added to the NIPRnet Purpose-Mission page so users can specify if the order is for an MPLS Customer Access Trunk. When the user clicks “Yes” and the selected Service Category is Ethernet, pop-up will appear that:
  1. Explains that the CCSD fields will be automatically set.
  2. Prompts the user to enter a note in the Product/Service Description field.



**Figure 21-5 MPLS Customer Access Trunk Pop-Up**

## 22 REVIEW OF SERVICES

This section provides basic understanding of each type of service, and a listing of the Services organized by the Service Categories under the Service Listing of Storefront of the available services to order.

<b>Service Category</b>	<b>Services</b>
<b>Transport Services:</b> Dedicated and point-to-point circuits between customer locations at various transmission rates.	<ul style="list-style-type: none"> <li>• Dedicated Service</li> </ul>
<b>Data Services:</b> Any-to-any Internet Protocol (IP) connectivity services.	<ul style="list-style-type: none"> <li>• SBU IP Data (NIPRNet)</li> <li>• Secret IP Data (SIPRNet)</li> <li>• DISN Virtual Private Network (VPN) <ul style="list-style-type: none"> <li>○ Establish a VPN</li> <li>○ Connect to a VPN</li> </ul> </li> </ul>
<b>Voice Services:</b> Secure and non-secure high quality voice and voice messaging services.	<ul style="list-style-type: none"> <li>• Commercial Business Line (CBL)</li> <li>• DRSN</li> <li>• DSN</li> <li>• Enterprise VoIP</li> <li>• UC Enterprise CVoIP</li> </ul>



<p><b>Satellite Services:</b>  Satellite communication (SATCOM) services expand the reach of the network and delivers communication capabilities anytime, anywhere, and in any environment.</p>	<ul style="list-style-type: none"> <li>• Commercial Satellite (COMSATCOM): Can no longer order new service.</li> <li>• Commercial Satellite Subscription Services (CSSS): CSSS has different Inmarsat sub-services that can be ordered through Storefront. Upon selecting the sub-service, additional services are displayed to select. Upon selecting the BGAN sub-service, the BGAN Blanket Purchase Agreement (BPA) associated with the user's ordering agency will be displayed. The list of Services and it's sub-services are listed below. <ul style="list-style-type: none"> <li>• AERO <ul style="list-style-type: none"> <li>○ Aero H</li> <li>○ Aero H+</li> <li>○ Aero I</li> <li>○ BGAN</li> <li>○ Fleet Broadband (FBB)</li> <li>○ Swift 64</li> <li>○ Swift Broadband (SBB)</li> </ul> </li> <li>• BGAN Consolidated <ul style="list-style-type: none"> <li>○ Army BPA</li> <li>○ Navy BPA</li> <li>○ Air Force BPA</li> <li>○ Agencies BPA</li> </ul> </li> <li>• Maritime <ul style="list-style-type: none"> <li>○ Fleet 77</li> <li>○ Fleet Broadband (FBB)</li> <li>○ Inmarsat C</li> </ul> </li> <li>• BSTA <ul style="list-style-type: none"> <li>○ BGAN</li> <li>○ Fleet Broadband (FBB)</li> <li>○ Swift Broadband (SBB)</li> </ul> </li> <li>• SOCOM <ul style="list-style-type: none"> <li>○ BGAN</li> <li>○ Fleet Broadband (FBB)</li> <li>○ Swift Broadband (SBB)</li> </ul> </li> </ul> </li> <li>• EMSS: Enhanced Mobile Satellite Service (EMSS) Service allows the ordering and activation of EMSS devices, as well as ordering Equipment only without activation. The list of EMSS ordering capabilities is listed below. <ul style="list-style-type: none"> <li>• Order/Active Short Burt Data (SBD) Device – Cannot order new service</li> <li>• Order/Activate EMSS Iridium Phone or SIM Card</li> <li>• Order/Activate Stand-Alone Pager</li> <li>• Order/Activate DTCS Radio– Cannot order new service</li> <li>• Order DTCS Closed-Net Subscription– Cannot order new service</li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>• Order Equipment Only</li> <li>• Create a Global Data Broadcast (GDB) Service</li> <li>• Activate a Global Data Broadcast (GDB) Device</li> <li>• Subscribe a Global Data Broadcast (GDB) Device to a GDB Service</li> </ul>
<b>Wireless Services:</b> The Wireless Services portfolio provides wireless carrier and mobile access to DISN services by DoD personnel, deployed warfighters, and other authorized Federal Agencies.	<ul style="list-style-type: none"> <li>• DECTK</li> <li>• Wireless Devices and Services <ul style="list-style-type: none"> <li>○ Other Wireless Devices and Services</li> <li>○ Mobile Classified – S</li> <li>○ Mobile Classified -TS</li> </ul> </li> <li>• DoD Mobility Capability <ul style="list-style-type: none"> <li>○ DoD Mobility Unclassified Capability (DMUC)</li> <li>○ DoD Mobility Classified Capability (DMCC)</li> </ul> </li> </ul>
<b>Other Services:</b> Storefront also provides Other Services to be ordered by users that have the appropriate agency/org role.	<ul style="list-style-type: none"> <li>• Commercial Voice Services</li> <li>• DISN Backbone (DISA Use Only)</li> <li>• DISN IS Subscription</li> <li>• Enterprise Infrastructure Solutions <ul style="list-style-type: none"> <li>○ Internet Protocol Voice Service (IPVS)</li> <li>○ Internet Provider Service (IPS)</li> </ul> </li> <li>• OMS Subscription</li> <li>• DREN</li> <li>• Equipment Only (Non INMARSAT)</li> <li>• Networkx <ul style="list-style-type: none"> <li>○ ACS</li> <li>○ IPS</li> <li>○ NBIPVPN</li> <li>○ CS</li> <li>○ GUS</li> <li>○ PLS</li> <li>○ TFS-D</li> <li>○ TFS-S</li> <li>○ VSLDS</li> <li>○ VSLDD</li> <li>○ VSPOSTPCC</li> <li>○ VOIPTS</li> <li>○ Other Networkx</li> </ul> </li> </ul>
<i>Deprecated Services</i>	Please Note: The following services were orderable within legacy ordering systems at one point but were retired/OBE per DISA direction. The service orders from these retired services were not moved to DISA Storefront (these services do not exist on Storefront) and were to be removed the end of the legacy ordering retirement activity:





- INMARSAT – Retired 2014 (an additional migration effort / legacy order tool update was made to allow these import as CSSS subservice orders)
- DSN-LES – Retired 2014
- DMS – Retired 2014 (this was replaced by OMS in Storefront)
- Frame Relay (not NETWORX FTS Maintenance Only) – Retired 2014
- Networx-Special Construction – Retired 2014
- DSS (prior to 2015) – Retired 2015
- DISN Video Service – Retired 2015

## 23 POTENTIAL ERROR SITUATIONS

### 23.1 Incorrect Roles to Access Storefront

If an user does not have the proper roles to access Storefront, an error message will appear in the browser, as seen in Figure 23-1 Username without proper privileges. Follow the directions, and request additional roles.

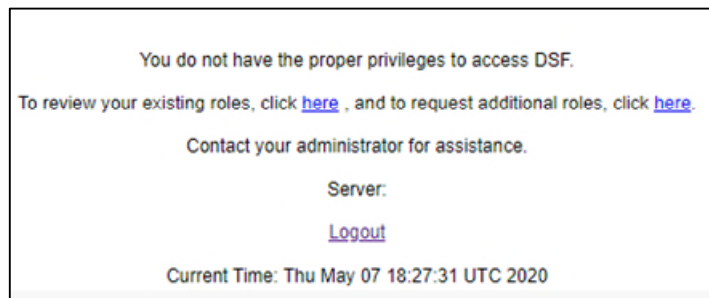


Figure 23-1 Username without proper privileges

### 23.2 Unable to Validate PDC

When the user is finalizing the order on the Payment Information page, the user is asked to enter a valid Program Designator Code (PDC). If the PDC code is invalid, an error message showing “Invalid PDC” will be highlighted. An approver may also show an invalid PDC as a funding approval, in which the PDC cannot be approved. If the PDC code is invalid, an error message showing “Not Approved” will be highlighted, and an information message that gives the reason the PDC wasn’t validated if the approver hovers over the icon as seen in Figure 23-2 Invalid PDC for Funding Approval.



**PDC Funding**

We recommend that Total Cost Thresholds (Not to Exceed) be equal to or greater than the NRC and MRC cost estimates (shown in bold text here). Your payment is validated (indicated by a green checkmark) once all required information is complete.

PDC Funding must cover at least **\$ 3,478,902.88** in non-recurring costs and **\$ 0.00** in monthly recurring costs (Actual Cost Estimate).

Changes to PDCs or their NRC/MRC values must be made on the Funding Information page.

**\*\*** PDCs preceded by two red asterisks require action by this office.  
 Changes to the Bona Fide Need Fiscal Year will only apply to those PDCs for which your office is responsible.

Program Designator Code	Cost Threshold (Not To Exceed)	Non-Recurring Cost (NRC)	Monthly Recurring Cost (MRC)	Bona Fide Need Fiscal Year
<b>**</b> EWAJRJ (Not Approved) ?		<b>\$ 3,478,902.88</b>	<b>\$ 0.00</b>	
<b>Subtotal</b>		<b>\$ 3,478,902.88</b>	<b>\$ 0.00</b>	

No bona fide need fiscal year has been selected yet.

**Figure 23-2 Invalid PDC for Funding Approval**

### 23.3 Unable to Continue to Next Page

The user is not able to continue the next page if he or she has not filled out all the mandatory questions on the page. The user is prompted with which fields are mandatory with a red asterisk (\*) next to the questions that must be answered. As one example, on the Diversity Page, as seen in Figure 23-3 Unable to Continue to Next Page: Diversity Page example, if the user needs to establish Diversity with other circuits, the Continue button will disable, and additional questions, some mandatory will open up on the page for the user to enter. The Continue button will not enable until all mandatory questions are answered.

**Diversity**

Is this service being ordered to establish Diversity with other circuits? ☒ Yes ☐ No ?

**Justification For Diversity\***

**Diversity Options:\***

☒ Network Diversity ? ☐ Service Diversity ?

**Network Diversity\***

☐ Path Diversity - Establish this circuit with redundant, alternate network paths to increase Service reliability ?

☐ Physical Diversity - Establish this circuit with fully redundant, physically independent network devices to increase service reliability and resiliency ?

☐ Logical Diversity - Establish this circuit on a shared physical path to save lease costs ?

Commercial Diversity Required  ?

**You must select at least 1 CCSD, at least 1 CSA, or at least 1 CJON. \***

Enter Related CCSD (List up to 3 circuits using only the last 4 of their CCSDs):  ?  ?

Enter Related CSA (List up to 3 CSA(s) from which diversity is required): ?

Carrier	Prefix	Type	Circ No.	Suffix
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Enter Related CJON:

**Figure 23-3 Unable to Continue to Next Page: Diversity Page example**

### 23.4 IE10 – Turn off compatability mode

To turn off Compatibility List Updates:

- Open Internet Explorer.
- Press the Alt key to display the Menu bar (or right-click the Address bar and then select Menu bar).
- Click Tools, and then click Compatibility View settings.
- Clear the Download updated compatibility lists from Microsoft check box, and then click Close as seen in Figure 23-4 Turn off Compatibility List Updates for IE.

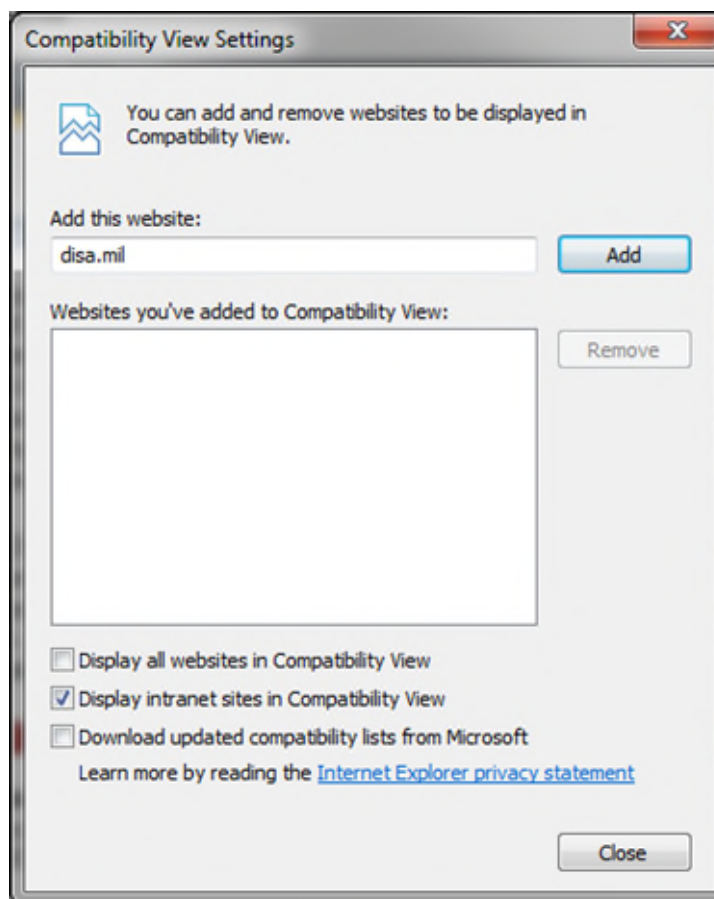


Figure 23-4 Turn off Compatibility List Updates for IE

### 23.5 System Status Notification

If the DSF system is experiencing internal issues or connectivity issues with one of its supporting systems, a pop-up message will be displayed after login. The operational issue may impact functionality of Storefront. If possible, it is advised that the user does not utilize Storefront when the pop-up message is displayed. The user should check Storefront periodically to see if the issue has been resolved, and the pop-up message is removed. If the user chooses to proceed, they should still be able to draft orders upon seeing the notification; however all of the pages may not be able to retrieve their necessary reference data. Additionally, in most cases, order submissions and approval actions will not be accepted. Various pages will experience long load times while external systems are attempting communications with Storefront, in which the user may also see messages indicating



issues with systems communication. For additional information, please contact the Infrastructure GSD to create a new ticket or get additional information on the current system issues.

### **23.6 Storefront Error Page**

If an error occurs in Storefront, a message will appear with a possible reason for the error and additional instructions to follow to remedy the error. If after following the initial instructions, the error persists, please report the issue to the support team as advised on the error page.

### **23.7 Browser Compability Warning**

If a message appears at the top of the user's page that 'Browser not optimized for Storefront', there will be a message to View Details regarding DSF Browser Support. Storefront is optimized for use with Microsoft Internet Explorer 11.x, Firefox 31.x and 32.x, and Chrome 35.x and 37.x. Note: Per Microsoft corporate beginning January 12, 2016, MS IE8, IE9, IE10 will no longer receive technical support and security updates. Previously, a pop-up window would appear upon log-in to the Storefront page. The pop-up window has been removed and replaced by the warning banner located in the top-center of the Storefront homepage if the user's browser is not one Storefront is optimized for.